Service Alberta

Annual Report
2012-2013

Alberta

Service Alberta

Annual Report
2012-2013

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Preface

The Public Accounts of Alberta are prepared in accordance with the *Financial Administration Act* and the *Government Accountability Act*. The Public Accounts consist of the annual report of the Government of Alberta and the annual reports of each of the 18 ministries.

The annual report of the Government of Alberta contains ministers' accountability statements, the consolidated financial statements of the province and *Measuring Up* report, which compares actual performance results to desired results set out in the government's strategic plan.

On May 8th 2012, the government announced new ministry structures. The 2012-13 ministry annual reports and financial statements have been prepared based on the new ministry structure.

This annual report of the Ministry of Service Alberta contains the minister's accountability statement, the audited financial statements of the Ministry and a comparison of actual performance results to desired results set out in the Ministry business plan. This ministry annual report also includes other financial information as required by the *Financial Administration Act* and *Government Accountability Act*, either as separate reports or as a part of the financial statements, to the extent that the Ministry has anything to report.

Minister's Accountability Statement

The Ministry's annual report for the year ended March 31, 2013, was prepared under my direction in accordance with the *Government Accountability Act* and the government's accounting policies. All of the government's policy decisions as at May 30, 2013 with material economic or fiscal implications of which I am aware have been considered in the preparation of this report.

(Original signed by)

Manmeet S. Bhullar
Minister of Service Alberta

Message from the Minister

It is my privilege to present the Ministry of Service Alberta 2012-13 annual report.

Albertans depend on the services our ministry provides at many of the important milestones in their lives. They rely on our registry services when they get their licence, and our consumer laws help protect them when they buy a vehicle. Our vital statistics services support Albertans when they get married and when they register the birth of a child. When they buy a home, our land titles and consumer services register their ownership and protect them if they hire a home inspector or use a real estate agent. The corporate registry and BizPaL are there when enterprising Albertans start their own business.

Service Alberta also plays a critical role supporting the function of the Alberta government and helps other ministries deliver the programs and services Albertans rely on. We provide information technology support, information management policy and standards, and procurement support to departments across the government. The Alberta SuperNet links ministries, hospitals, schools, libraries and post-secondary institutions with high-speed Internet services throughout the province.

The 2012-13 year was productive, with many accomplishments that improved services and the lives of Albertans. Service Alberta has an ambitious agenda with the additional responsibility for accountability, transparency and transformation that is empowering Albertans to become more involved in decisions on public policy, ensuring Albertans can see just how their hard-earned tax dollars are spent, and changing the way we do business to become more responsive to their needs and expectations.

Our government's Building Alberta Plan:

- Invests in families and communities, including the new roads, schools and health facilities our growing province needs;
- Ensures we live within our means, by challenging every dollar the government spends and making sure every program continues to deliver real results for people; and
- Builds new markets for all our resources so we get the fairest price and we protect the jobs and prosperity Albertans depend on.

In 2012-13, Service Alberta put the Building Alberta Plan into action by:

- advocating for a national code of conduct for wireless mobile service providers. As the Minister of Service Alberta, I argued to the Canadian Radio-television and Telecommunications Commission in favour of mandatory notification to consumers when they are about to incur additional charges; standard units of data consumption so consumers can compare prices between different services and providers; a prohibition on punitive contract cancellation fees; and limiting contracts to a maximum of two years to increase competition.
- improving transparency with the *Public Interest Disclosure (Whistleblower Protection) Act* that protects public sector employees from job reprisal if they disclose wrongdoing, such as the gross mismanagement of taxpayer dollars; acts or omissions that create a danger to the public or

environment; or violations of provincial and federal law. The legislation establishes an Office of the Public Interest Disclosure Commission to investigate and make recommendations related to reprisals and disclosures of wrongdoing.

- setting the highest standard in Canada for the disclosure of expenses by Cabinet members and senior officials. Government provides details on travel, accommodation, meal, and hospitality expenses, and includes the claims of Ministers and Associate Ministers and their political staff, Deputy Ministers and executive managers in the Alberta Public Service (http://alberta.ca/travelandexpensedisclosure).
- providing high-speed satellite Internet access to 4,000 homes in rural and remote Alberta locations at a cost comparable to similar service for urban residents.
- launching a comprehensive consultation on the *Condominium Property Act* with Albertans to enhance protection for homebuyers and improve standards in the industry.
- strengthening consumer protection by amending the *Fair Trading Act* to raise the maximum court fine from $100,000 to $300,000; allowing administrative monetary penalties as an enforcement tool; and enhancing the limitations period so that violations of Alberta's consumer protection laws can occur up to three years after a consumer became aware of the offence.
- strengthening protection for job seekers and making employment agencies more accountable by amending the Employment Agency Business Licensing Regulation to require agencies to post a security; maintaining full records and registering their agents with Service Alberta. The changes also clarify the fees that agencies are prohibited from charging workers.
- streamlining the corporate registration process under the New West Partnership Agreement so that businesses no longer need to register separately in Alberta, British Columbia and Saskatchewan. Corporations need only register in one jurisdiction and their extra-provincial registration will be facilitated by their home province at no additional provincial cost.
- simplifying birth registration and benefit application process in partnership with the federal government. Albertans can now fill out one form to register their child's birth as well as apply for federal child tax benefits and a Social Insurance Number.

Service Alberta's employees are driven by a commitment to high standard of service. The Ministry strives to maintain our excellence in service and find new, innovative ways to deliver our services, products and information to Albertans more effectively and efficiently.

(Original signed by)

Manmeet S. Bhullar
Minister of Service Alberta

Management's Responsibility for Reporting

The executives of the Ministry have the primary responsibility and accountability for the Ministry. Collectively, the executives ensure the Ministry complies with all relevant legislation, regulations and policies.

Ministry business plans, annual reports, performance results and the supporting management information are integral to the government's fiscal and strategic plan, annual report, quarterly reports and other financial and performance reporting.

Responsibility for the integrity and objectivity of the financial statements and performance results for the Ministry rests with the Minister of Service Alberta. Under the direction of the Minister, I oversee the preparation of the Ministry's annual report, including financial statements and performance results. The financial statements and the performance results, of necessity, include amounts that are based on estimates and judgments. The financial statements are prepared in accordance with Canadian public sector accounting standards. The performance measures are prepared in accordance with the following criteria:

- Reliability – information agrees with underlying data and the sources used to prepare it.
- Understandability and Comparability – current results are presented clearly in accordance with the stated methodology and are comparable with previous results.
- Completeness – performance measures and targets match those included in Budget 2012.

As Deputy Minister, in addition to program responsibilities, I am responsible for the Ministry's financial administration and reporting functions. The Ministry maintains systems of financial management and internal control which give consideration to costs, benefits, and risks that are designed to:

- provide reasonable assurance that transactions are properly authorized, executed in accordance with prescribed legislation and regulations, and properly recorded so as to maintain accountability of public money;
- provide information to manage and report on performance;
- safeguard the assets and properties of the province under ministry administration;
- provide Executive Council, the President of Treasury Board, the Minister of Finance and the Minister of Service Alberta information needed to fulfill their responsibilities; and
- facilitate preparation of ministry business plans and annual reports required under the *Government Accountability Act*.

In fulfilling my responsibilities for the Ministry, I have relied, as necessary, on the executives within the Ministry.

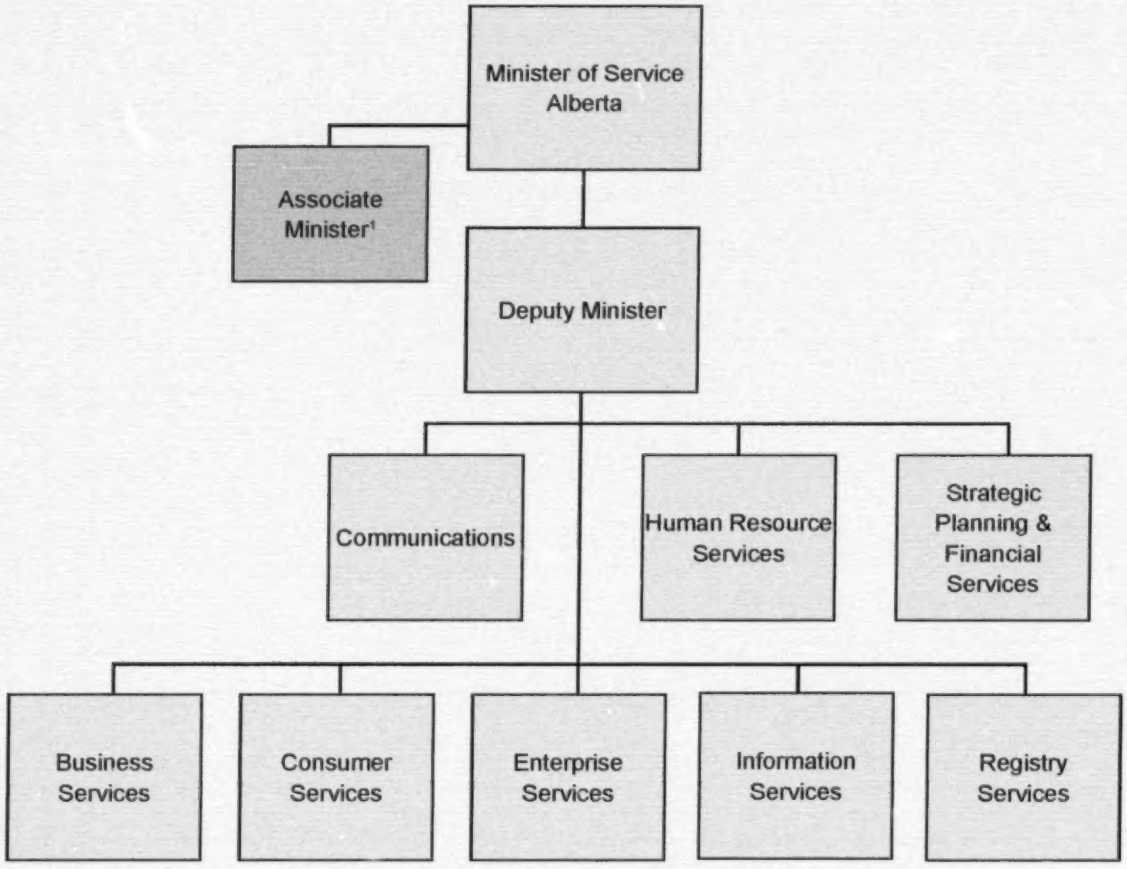
(Original signed by)

Jay Ramotar
Deputy Minister of Service Alberta
May 30, 2013

Results Analysis

Ministry Overview

Service Alberta Organizational Chart



[1]The Associate Minister of Accountability, Transparency and Transformation supports the Government of Alberta's actions to strengthen accountability and transparency by reviewing Alberta's *Freedom of Information and Protection of Privacy* legislation and developing transparency legislation.

BUSINESS SERVICES provides centralized, shared services to the Government of Alberta (GoA). This division includes:

- Procurement, which acquires goods and services that government programs require to meet their business needs.
- Client Services Operations, which provides administrative services in the areas of employee payroll and benefits, and financial services in the areas of accounts payable, accounts receivable, crown debt collections, central electronic payments and capital asset management.
- Service Development and Quality, which manages the Integrated Management Information System (IMAGIS), the corporate finance and human resource information system for the GoA. The unit also engages client ministries on projects that impact services or IMAGIS application delivery and develops IMAGIS reports for clients across the GoA to support strategic, financial and organizational planning.
- Fleet Management Services, which facilitates vehicle acquisitions, manages the GoA fleet and administers the use of fleet service cards.
- Surplus Sales, which provides surplus sales, recycling and asset disposition services on behalf of the GoA.
- Print Production and Distribution, which provides government mail, courier, delivery and print services.
- Office Services, which provides government telecom, office equipment and identification card services.

Quote from a survey respondent related to internal client satisfaction with services provided by Service Alberta: "The staff were all professional, fast and accommodating."

CONSUMER SERVICES supports a fair, effective marketplace for consumers and businesses by developing, administering and enforcing consumer-related legislation. This division promotes consumer awareness and education for consumers and businesses concerning their rights and responsibilities. Consumers and businesses can access services directly and online. The division also:

- provides a fast, effective and low-cost option to resolve landlord and tenant disputes through the Residential Tenancy Dispute Resolution Service (RTDRS).
- offers a variety of consumer topics through consumer tips, infosheets and online consumer alerts promoting consumer and business awareness and education concerning their rights and responsibilities.
- operates four contact centres: Citizen Service 310-0000 Contact Centre, Consumer and Registry Contact Centre, Alberta Health Care Contact Centre and Parks Reservation Contact Centre providing referrals, advice and program information to Albertans.
- operates the Alberta Queen's Printer, the official source of Alberta's laws, the Alberta Gazette and legislative publications.

- includes the Utilities Consumer Advocate which represents Albertans' interests in the regulatory proceedings of the Alberta Utilities Commission and provides consumers with the information they need to make informed choices about how to purchase electricity and natural gas based on their individual needs.

DID YOU KNOW?

Campground reservations can be made quickly and easily online at reserve.albertaparks.ca.

QUICK FACTS for 2012-13

- More than 1.7 million legislative documents were downloaded from the Alberta Queen's Printer website.
- Service Alberta's four contact centres handled over 1 million inquiries.
- Total visits to Service Alberta web pages and PDF views were nearly 2.3 million.
- RTDRS accepted 8,355 applications and conducted 7,111 hearings.
- The Office of the Utilities Consumer Advocate handled almost 36,000 inquiries from Albertans.
- There were 5,558 business, cemetery and charitable licences issued.

ENTERPRISE SERVICES is responsible for leading cross-ministry initiatives and bringing government representatives together to promote a one-enterprise technology approach.

Through the Office of the Corporate Chief Information Officer, the division fosters a consistent approach to decision-making and governance of information technology for the government. This includes authorizing and managing a framework for Information Management and Technology policy for the enterprise, developing policy directives and facilitating investments in infrastructure technology programs and services. This division is also responsible for the delivery of information technology infrastructure and services for the GoA domain ministries. Enterprise Services is responsible for:

- facilitating and leading the one-enterprise approach for technology initiatives and programs across the GoA.
- the GoA Domain Integration and Information and Communication Technology Initiatives which aim to establish a shared technology environment and service across the GoA.
- the advancement and refinement of the corporate information security program.
- the development of GoA enterprise architecture, standards, policies, protocols and processes.
- the leadership of the Citizen Services Initiative which provides convenient, easy access to government information and services for Albertans via the GoA Programs and Services website: www.programs.alberta.ca.

- the provision of information technology infrastructure and services including the hosting of corporate and ministry applications.
- working to bring high-speed Internet availability to all of rural and remote Alberta through the Final Mile Rural Connectivity Initiative.
- developing and maintaining a responsive, reliable voice, data and video information and communication environment to ensure sustainability and to realize the maximum value for ministries to deliver programs, services and access to Albertans.
- overseeing Alberta SuperNet—a government enabled Internet based high-speed communications backbone that supports electronic commerce and provides access to government services in lifelong learning, health, recreation and business.

QUICK FACTS for 2012-13

- An additional 800 GoA staff are now benefitting from the Radio Control Centre - a monitoring and communications program which improves the safety of staff who work alone. There are now over 3,000 staff members making use of this government service.
- 19 new school facilities were connected to the SuperNet and three new SuperNet services were launched for Alberta Education school boards.
- The Corporate Information Security Office processed 430 million inbound emails through its anti-spam gateway and 191 security incidents were successfully managed.

INFORMATION SERVICES is focused on enabling the government to manage, protect, share and increasingly realize the full value of the government's information. This division:

- provides departmental strategic policy development assistance and legislative services.
- administers Alberta's access and privacy legislation in both the public and private sectors.
- administers the GoA information management program including the Records Management Regulation and provides shared service records management services to ministries.
- performs reviews of regulated consumer industries such as landlords, collection agencies and charitable organizations.
- performs special investigations to ensure the integrity of Alberta's registries, and prevent identity and healthcare fraud.
- monitors and controls acquisition of prime agricultural and recreational land by non-Canadians through the Foreign Ownership of Land Regulations.
- includes the Department Chief Information Office which provides application and technical infrastructure support for all Service Alberta registry-related systems. This unit also develops and maintains Service Alberta specific applications and databases.
- directs the corporate Open Government Program which enables the proactive release of government information and works to improve citizen consultation and engagement.

DID YOU KNOW?
Information Services assisted 14,899 new Albertans to obtain a class five driver's licence through the Graduated Driver Licence Exemption Program.

QUICK FACTS for 2012-13

- This division reviewed nearly 7,000 Foreign Ownership of Land transactions on controlled land.
- The division provided records management training for ministers, deputy ministers and their staff, resulting in 19 sessions with 145 participants.
- The division delivered the Freedom of Information and Protection of Privacy Training Program to over 900 individuals from public bodies including ministries, municipalities, school jurisdictions and support agencies.

Registry Services completed over 17 million transactions through various delivery channels between the five registries: Motor Vehicle, Land Titles, Corporate Registry, Personal Property Registry and Vital Statistics.

REGISTRY SERVICES is responsible for:

- providing Albertans with a broad range of information and services essential to their everyday life. Albertans receive the following services from the division: driver's licences and vehicle registrations; registration of land transactions, births, deaths and marriages; incorporation of a new business or non-profit organization; and recording financial interest in personal property.
- providing critical registry data to Albertans, Alberta businesses and government departments (municipal, provincial and federal), in order to carry out their business.
- maintaining confidence in the reliability, integrity and security of information housed within the government's registry systems.
- providing services directly, or working with Alberta's network of 226 private registry agents to ensure that products and services are readily available to Albertans.

COMMUNICATIONS provides communications consultation, support and services to the Ministry.

HUMAN RESOURCE SERVICES develops and implements human resource planning initiatives, policies and programs. Human Resource Services oversees employee attraction and retention, occupational health and safety, employee learning and development, and workplace wellness and recognition.

STRATEGIC PLANNING & FINANCIAL SERVICES leads Service Alberta in planning and performance measurement, budgeting, forecasting and financial reporting. This unit ensures that the Ministry's financial resource requirements are met by providing professional and quality financial processes and services. Typical activities include:

- co-ordinating the Ministry's financial budgeting and forecasting process.
- developing financial policy, monitoring compliance and implementing financial management best practices.
- developing the Ministry's strategic plans including the business plan, enterprise risk management framework and business continuity plan.
- developing the Ministry's financial reports including the preparation of the Ministry's financial statements.

DID YOU KNOW?
The Service Alberta Registry Invoices Online (SAbRIO) for Land Titles automates the access and distribution of monthly invoices to 3,500 customers, eliminating the manual generation of 12,000 pages of paper invoices each month.

Review Engagement Report

AUDITOR GENERAL *Alberta*

To the Members of the Legislative Assembly

I have reviewed the performance measure identified as reviewed by the Office of the Auditor General in the Ministry of Service Alberta's Annual Report 2012-2013. The reviewed performance measure is the responsibility of the ministry and is prepared based on the following criteria:

- Reliability – The information used in applying performance measure methodology agrees with underlying source data for the current and prior years' results.
- Understandability – The performance measure methodology and results are presented clearly.
- Comparability – The methodology for performance measure preparation is applied consistently for the current and prior years' results.
- Completeness – The goal, performance measure and related target match those included in the ministry's budget 2012.

My review was made in accordance with Canadian generally accepted standards for review engagements and, accordingly, consisted primarily of enquiry, analytical procedures and discussion related to information supplied to me by the ministry.

A review does not constitute an audit and, consequently, I do not express an audit opinion on the performance measure. Further, my review was not designed to assess the relevance and sufficiency of the reviewed performance measure in demonstrating ministry progress towards the related goal.

Based on my review, nothing has come to my attention that causes me to believe that the performance measure identified as reviewed by Office of the Auditor General in the ministry's annual report 2012-2013 is not, in all material respects, presented in accordance with the criteria of reliability, understandability, comparability and completeness as described above.

I draw attention to results analysis discussion under goal 1 for measure 1.B Comparison of Alberta's fees to other jurisdictions. The results for Renew registration on a Honda Civic and Renew a driver's licence include all associated charges that must be paid by the consumer to acquire the service. This includes the jurisdictional base fees, taxes and service charges; Quebec includes a mandatory bodily injury insurance premium in both the vehicle renewal fee and the driver's licence renewal fee.

(Original signed by Merwan N. Saher, FCA)

Auditor General

May 29, 2013

Edmonton, Alberta

Performance measure reviewed by the Office of the Auditor General is noted with an asterisk (*) on the Performance Measures Summary Table

Performance Measures Summary Table

Goals/Performance Measure(s)		Prior Year's Results				Target	Current Actual
1.	**Convenient and efficient services for Albertans**						
1.A	Call Centre service index[1] (registry-related)	93% 2008-09	90% 2009-10	85% 2010-11	91% 2011-12	**85%**	94% 2012-13
1.B*	Comparison of Alberta's fees to other jurisdictions to:						
	• Renew registration on a Honda Civic (per cent below national average)	N/A 2008-09	N/A 2009-10	24% 2010-11	10% 2011-12	↑	14% 2012-13
	• Renew a driver's licence (per cent below national average)	34% 2008-09	39% 2009-10	42% 2010-11	24% 2011-12	**Maintain Fee Below National Average**	26% 2012-13
	• Obtain a Collection Agency Licence (per cent below national average)	32% 2008-09	37% 2009-10	38% 2010-11	40% 2011-12		42% 2012-13
	• Obtain a Direct Selling Licence (per cent below national average)	27% 2008-09	27% 2009-10	29% 2010-11	39% 2011-12	↓	42% 2012-13
1.C	Percentage of Albertans who are satisfied with access to Government of Alberta services and information[2]	69% 2008-09	- 2009-10	68% 2010-11	- 2011-12	**80%**	70% 2012-13
1.D	Percentage of Albertans who are satisfied with the timeliness of Government of Alberta services and information[2]	71% 2008-09	- 2009-10	73% 2010-11	- 2011-12	**80%**	71% 2012-13
1.E	Call Centre service index[1] (310-0000 related)	N/A 2008-09	N/A 2009-10	N/A 2010-11	N/A 2011-12	**90%**	88% 2012-13
1.F	Call Centre service index[1] (health related)	N/A 2008-09	85% 2009-10	91% 2010-11	92% 2011-12	**90%**	92% 2012-13

* **Indicates Performance Measure that has been reviewed by the Office of the Auditor General**

The performance measure indicated with an asterisk was selected for review by Ministry management based on the following criteria established by government:

- Enduring measures that best represent the goal,
- Measures for which new data is available, and
- Measures that have well established methodology.

[1] The service index is the respondent experience across five service attributes: courteousness, knowledge, effort, wait time, and ease of access.

[2] Survey is conducted every two years.

For more detailed information see Performance Measure Methodology section on pages 24-28.

Performance Measures Summary Table

Goals/Performance Measure(s)		Prior Year's Results				Target	Current Actual
2.	**Informed consumers and businesses and a high standard of marketplace conduct**						
2.A	Call Centre service index[1] (consumer-related)	92% 2008-09	91% 2009-10	92% 2010-11	93% 2011-12	**90%**	93% 2012-13
3.	**Core standard shared services that facilitate government program and service delivery**						
3.A	Percentage of invoices paid electronically[3]	74% 2008-09	77% 2009-10	79% 2010-11	81% 2011-12	**90%**	82% 2012-13
3.B	Percentage of clients satisfied with services received from Service Alberta[4]	N/A 2008-09	N/A 2009-10	N/A 2010-11	77% 2011-12	**80%**	78% 2012-13

[1] The service index is the respondent experience across five service attributes: courteousness, knowledge, effort, wait time, and ease of access.

[3] Electronically refers to invoices paid using Electronic Payment System, ExClaim!, Procurement Cards and IMAGIS Recurring Vouchers

[4] Clients of Service Alberta include those receiving service from: Accounts Payable, Accounts Receivable & Billings, Cash Office, Pay and Benefits, E-mail, Records Management, Library Service, Fleet Management, the Web Server Team, Electronic Payment System, Exclaim! System and Procurement Card.

For more detailed information see Performance Measure Methodology section on pages 24-28.

GOAL 1:

Convenient and efficient services for Albertans

This goal reflects the Ministry's commitment to provide secure, accessible, accurate and competitively priced services to Albertans.

► Activities/Achievements

- Successfully implemented the online distribution system for Land Title customer invoices, in support of the Province's effort to reduce its environmental footprint.
- In partnership with the Ministry of Agriculture and Rural Development, administered a $5 million grant program targeted at assisting municipalities, First Nations and Metis communities in gaining high-speed Internet access. In addition, a satellite program addressing the distance costs for rural and remote locations was provided to increase the availability of high-speed Internet connectivity to Alberta households.
- The Alberta SuperNet continued to connect over 3,800 government buildings, libraries, schools, hospitals and municipalities in 402 rural and 27 urban communities province-wide. Over the past year, new stakeholder services were launched and user services were upgraded for improved speed and reliability. In addition, high-speed connectivity to 19 new schools was established and financial benefits were attained as connection consolidations achieved approximately $1 million in annual cost savings. These savings were reinvested to meet increased demand for network capacity.

► 1.A Call Centre service index – registry related (based on courteousness, knowledge, effort, wait time and ease of access)

Description

Client satisfaction survey regarding services provided through the Ministry Contact Centre (registry related) across five service attributes: courteousness, knowledge, effort, wait time, and ease of access.

Results

At 94 per cent, the call centre service index (registry related) exceeds the target of 85 per cent.

Call Centre Service Index (Registry Related)
(85 per cent Target)

Year	2010-11	2011-12	2012-13
Service Index*	85%	91%	94%

Source: Ivmet, Call Centre Satisfaction Survey

**The service index is the respondent experience across five service attributes: courteousness, knowledge, effort, wait time, and ease of access.*

Analysis

Even as Albertans increase their use of the call centre, the service index remains high, with 94 per cent of respondents indicating satisfaction with the attributes of the service provided by the contact centre (registry related). This result is higher than prior years' and exceeds the Ministry's target of 85 per cent.

GOAL 1:

Convenient and efficient services for Albertans

This goal reflects the Ministry's commitment to provide secure, accessible, accurate and competitively priced services to Albertans.

► 1.B.1 Comparison of Alberta's fees to other jurisdictions to:

- Renew registration on a Honda Civic
- Renew a driver's licence

Description

Service Alberta works to ensure that Alberta's registry fee structure remains competitive with other Canadian jurisdictions. One area of comparison is the review of Alberta motor vehicle fees, where the cost of registering a vehicle and renewing a driver's licence were compared on a standardized national basis. The target is that Alberta's fees* remain competitive with the national average.

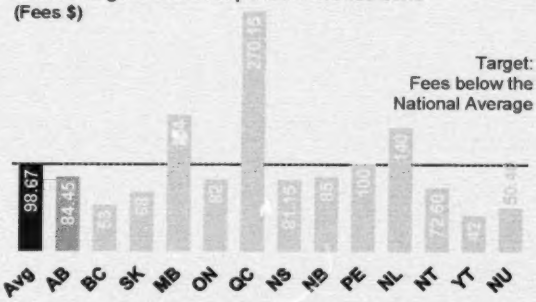
**Please note that "fees" in this analysis represents all associated charges that must be paid by the consumer to acquire the service. This includes all provincial/territorial government fees, taxes and service charges; Quebec includes a mandatory bodily injury insurance premium in both the vehicle renewal fee and driver's licence renewal fee.*

Results

The results of the fee comparison indicated the target has been met as Alberta's fees for these products are competitive with the national average.

- The vehicle registration fee for a Honda Civic: 14 per cent below the national average. The fee was 10 per cent below in 2011-12.
- The driver's licence renewal fee: 26 per cent below the national average. The fee was 24 per cent below in 2011–12.

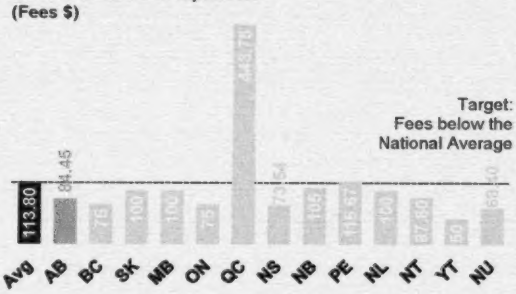
Vehicle Registration Comparison - Honda Civic* (Fees $)



Source: Service Alberta Cross-Jurisdictional Fee Comparison

**Survey was standardized for comparative purposes to represent the annual fee charged to renew a Honda Civic weighing 1,250 kilograms in an urban area (includes all associated charges).*

Driver's Licence Comparison* (Fees $)



Source: Service Alberta Cross-Jurisdictional Fee Comparison

**Survey was standardized for comparative purposes to represent the five-year renewal fee for a driver's licence with no demerits (includes all associated charges) as this represents the renewal option chosen by the majority of Albertans.*

Analysis

The result of the fee comparisons are higher than the prior year and demonstrates Alberta's fees for motor vehicle licensing and registration remain competitive in comparison to other Canadian jurisdictions.

GOAL 1:

Convenient and efficient services for Albertans

This goal reflects the Ministry's commitment to provide secure, accessible, accurate and competitively priced services to Albertans.

► 1.B.2 Comparison of Alberta's fees to other jurisdictions to obtain a:

- Collection Agency Licence
- Direct Selling Licence

Description

In this measure, Alberta's fees for certain business licences are compared to other Canadian jurisdictions. The licences selected for comparison are those determined to be most reflective of marketplace demand in the province:

- Collection Agency Licence
- Direct Selling Licence

The target is that Alberta's fees* remain competitive with the national average.

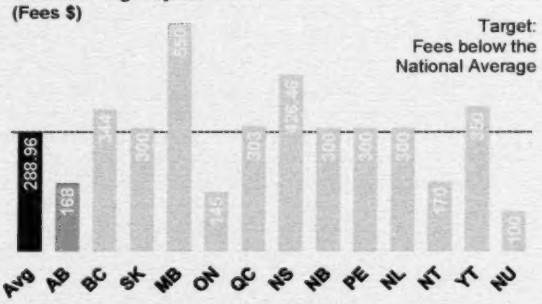
**Please note that "fees" in this analysis represents all associated charges that must be paid by the consumer to acquire the service. This includes all provincial/territorial government fees, taxes and service charges.*

Results

- The Collection Agency Licence fee in Alberta is 42 per cent below the national average. The fee was 40 per cent below in 2011–12.
- The Direct Selling Licence fee in Alberta is 42 per cent below the national average. The fee was 39 per cent below in 2011–12.

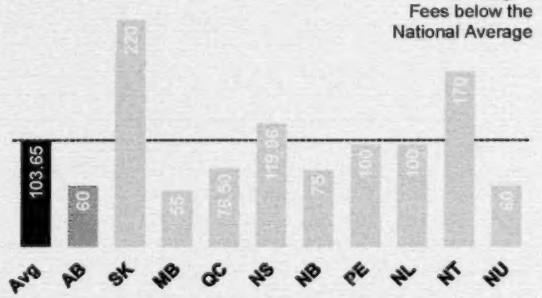
These ratings demonstrate that both these fees are competitive with the national average.

Collection Agency Licence Fee*
(Fees $)



Source: Service Alberta Cross-Jurisdictional Fee Comparison
**The minimum annual fee charged for a collection agency licence in each Canadian jurisdiction (either a new licence or a renewal, whichever was lower, regardless of company size) was compared.*

Direct Selling Licence Fee*
(Fees $)



Source: Service Alberta Cross-Jurisdictional Fee Comparison
**The minimum annual fee for a direct selling licence charged to sole proprietors, partnerships, or corporations, as compared across jurisdictions. To ensure comparability, only those jurisdictions who provide a comparable direct selling business licence are included.*

Analysis

Alberta's licensing fees continue to be competitive with national averages and other jurisdictions, which support a business-friendly marketplace.

GOAL 1:

Convenient and efficient services for Albertans

This goal reflects the Ministry's commitment to provide secure, accessible, accurate and competitively priced services to Albertans.

► 1.C Percentage of Albertans who are satisfied with access to Government of Alberta Services and Information

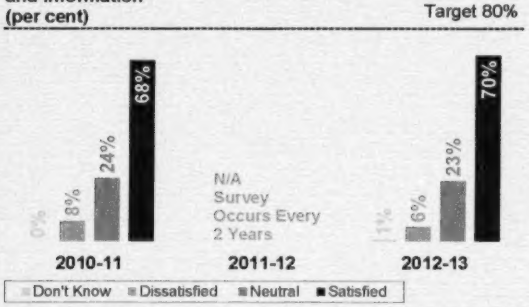
Description

This measure surveys Albertans' overall satisfaction with their ability to access government services whether online, by telephone, by mail, by fax or in person.

Results

The majority or 70 per cent of respondents indicated satisfaction with access to Government of Alberta services and information. The 2012-13 target was 80 per cent.

Satisfaction with Access to Government of Alberta Services and Information
(per cent)



Source: Ipsos Reid

Analysis

At 70 per cent satisfaction, the majority of Albertans are satisfied with their ability to access Government of Alberta services and information. This is an increase from the 2010-11 result and less than 10 percent of respondents cited dissatisfaction. While the 80 per cent target was not met, the Ministry remains committed to ensuring Albertans have convenient access to government services and information. Ministry collaboration continues in an effort to provide improved service delivery. Expected outcomes include enhanced service content and functionality through the Internet and through the Service Alberta call centre.

► 1.D Percentage of Albertans who are satisfied with timeliness of Government of Alberta Services and Information

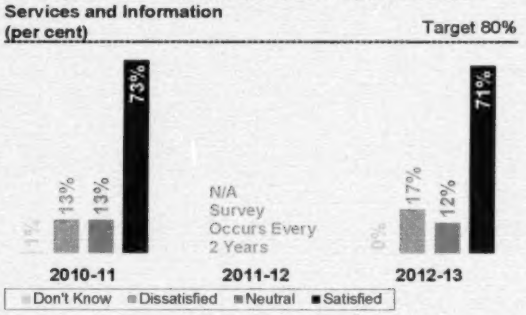
Description

This measure surveys Albertans' overall satisfaction with the timeliness of services and information provided to them whether by telephone or in person.

Results

The percentage of respondents who were satisfied with the timeliness of services and information provided by the Government of Alberta is 71 per cent. The 2012-13 target is 80 per cent.

Satisfaction with Timeliness of Government of Alberta Services and Information
(per cent)



Source: Ipsos Reid

Analysis

At 71 per cent satisfaction, the majority of respondents are satisfied with the timeliness of services and information provided by the Government of Alberta. In working towards the target, the Ministry will continue to look for ways to maintain acceptable levels of client satisfaction.

GOAL 1:

Convenient and efficient services for Albertans

This goal reflects the Ministry's commitment to provide secure, accessible, accurate and competitively priced services to Albertans.

► 1.E Call Centre service index – 310-0000 related (based on courteousness, knowledge, effort, wait time and ease of access)

Description

Client satisfaction survey regarding services provided through the Ministry Contact Centre (310-0000 related) across five service attributes: courteousness, knowledge, effort, wait time, and ease of access.

Results

The call centre service index (310-0000 related) is 88 per cent which nearly meets the target of 90 per cent.

Call Centre Service Index (310-0000 related)
(90 per cent Target)

Year	2012-13
Service Index*	88%

Source: Ivrnet, Call Centre Satisfaction Survey

**The service index is the respondent experience across five service attributes: courteousness, knowledge, effort, wait time, and ease of access.*

Analysis

Client satisfaction with the services provided by the contact centre (310-0000 related) is high, with 88 per cent indicating satisfaction with the attributes of the service. As Albertans increase their use of the call centre, the result nearly meets the target of 90 per cent. The Ministry will continue to look for ways to maintain acceptable levels of client satisfaction.

A change in scale was implemented to provide consistency with the rating scales used in the other call centre performance measures. As such, results are not comparable to prior years.

► 1.F Call Centre service index – health related (based on courteousness, knowledge, effort, wait time and ease of access)

Description

This measure involves a client satisfaction survey regarding services provided through the Ministry Contact Centre (health related) across five service attributes: courteousness, knowledge, effort, wait time, and ease of access.

Results

In 2012-13, the call centre service index (health related) was 92 per cent.

Call Centre Service Index (Health Related)
(90 per cent Target)

Year	2010-11	2011-12	2012-13
Service Index*	91%	92%	92%

Source: Ivrnet, Call Centre Satisfaction Survey

**The service index is the respondent experience across five service attributes: courteousness, knowledge, effort, wait time, and ease of access.*

Analysis

The service index remains high, with 92 per cent of respondents indicating satisfaction with the attributes of the service. This result is comparable to prior years and exceeds the Ministry's target of 90 per cent.

GOAL 2:

INFORMED CONSUMERS AND BUSINESSES AND A HIGH STANDARD OF MARKETPLACE CONDUCT

THIS GOAL REFLECTS THE MINISTRY'S EFFORTS TO ENCOURAGE AN ECONOMY WHERE CONSUMERS AND BUSINESSES CAN BE CONFIDENT THEY ARE INTERACTING IN A FAIR ENVIRONMENT.

► ACTIVITIES/ACHIEVEMENTS

- Amended the *Fair Trading Act* to increase the maximum penalty for offences, provide authority for an administrative penalty scheme and lengthen the limitation period for prosecution of offences.
- The amendment to the Employment Agency Business Licensing Regulation strengthened protection for all job seekers including temporary foreign workers who use employment agencies. Changes include making it illegal for businesses to mislead temporary foreign workers about their rights or their chance of becoming a Canadian citizen, pressure workers to lie to Canadian officials, intimidate or threaten individuals seeking work, mislead job seekers or misrepresent employment opportunities, or require workers to provide a performance bond.
- The *Vital Statistics Act* was proclaimed on May 14, 2012. The new *Act* removes the concept of child legitimacy, recognizes ethnic and cultural naming traditions for a child's last name and accommodates modern family structures outlined in Alberta's *Family Law Act*. Three new regulations (Vital Statistics Information, Vital Statistics Ministerial, and Vital Statistics Transitional) were also established to complement the *Vital Statistics Act*.
- Phase 1 of the New West Partnership Trade Agreement between the three western provinces was implemented. Businesses registering as corporations in Alberta, British Columbia or Saskatchewan are able to extra-provincially register in the other two provinces through their home jurisdiction without incurring additional provincial related costs.

► 2.A CALL CENTRE SERVICE INDEX – CONSUMER RELATED (BASED ON COURTEOUSNESS, KNOWLEDGE, EFFORT, WAIT TIME AND EASE OF ACCESS)

DESCRIPTION

Client satisfaction survey regarding services provided through the Ministry Contact Centre (consumer related) across five service attributes: courteousness, knowledge, effort, wait time, and ease of access.

RESULTS

The call centre service index (consumer related) is 93 per cent and exceeds the target of 90 per cent.

Call Centre Service Index (Consumer Related)
(90 per cent Target)

Year	2010-11	2011-12	2012-13
Service Index*	92%	93%	93%

Source: Ivrnet, Call Centre Satisfaction Survey

**The service index is the respondent experience across five service attributes: courteousness, knowledge, effort, wait time, and ease of access.*

ANALYSIS

Client satisfaction with the services provided by the contact centre (consumer related) is high, with 93 per cent indicating satisfaction with the attributes of the service. Despite the increase in the complexity of consumer issues and the corresponding demand for information related to those issues, the result demonstrates the Ministry's commitment to provide quality government services.

GOAL 3:

Core standard shared services that facilitate government program and service delivery

This goal reflects the ministry's role in providing core standard shared services to ministries across government in the areas of business, financial, pay and benefits, information technology services, and the procurement of government vehicles.

► Activities/Achievements

- Service Alberta's Information and Communications Technology Service Coordination Initiative received an "Excellence in Information Technology Operations" award for its achievements in implementing a one-government, shared services approach for service delivery. The award was presented by the Government Technology Exhibition and Conference, a national government technology organization.
- The Government of Alberta's Corporate Information Security Office was honored by SC Magazine as the Best IT Security Team in Canada during the 2012 SC Congress in Toronto, Ontario.
- The Network Renewal Program and the Disaster Recovery Services for the GoA domain core services were completed this past year. The GoA network has significantly improved functional capability, resiliency and security with this upgrade in core network infrastructure.
- Procured a new Fleet Management Information System to manage vehicle allocation, repairs and maintenance.

► 3.A Percentage of invoices paid electronically

Description

Measuring the percentage of invoices paid electronically relates to improving government efficiency. Electronic invoicing streamlines payment processes and gains efficiencies within the Government of Alberta and across ministries. The convenience of processing invoices electronically is expected to ultimately increase the efficiency of administrative payment tasks throughout government.

Results

In 2012-13, 82 per cent of invoices were paid electronically.

Percentage of Invoices Paid Electronically (90 per cent Target)

Year	2010-11	2011-12	2012-13
Percentage of Invoices	79%	81%	82%

Source: Service Alberta, Business Services Division, Electronic Payment System, Exclaim and IMAGIS AP Reporting

Analysis

At 82 per cent, the percentage of invoices paid electronically increased over the prior year. While the 90 per cent target was not met, a positive trend demonstrates the Ministry's commitment to streamline processes and improve efficiencies. Further progress is expected as the Ministry continues to promote the use of electronic payments.

GOAL 3:

CORE STANDARD SHARED SERVICES THAT FACILITATE GOVERNMENT PROGRAM AND SERVICE DELIVERY

THIS GOAL REFLECTS THE MINISTRY'S ROLE IN PROVIDING CORE STANDARD SHARED SERVICES TO MINISTRIES ACROSS GOVERNMENT IN THE AREAS OF BUSINESS, FINANCIAL, PAY AND BENEFITS, INFORMATION TECHNOLOGY SERVICES, AND THE PROCUREMENT OF GOVERNMENT VEHICLES.

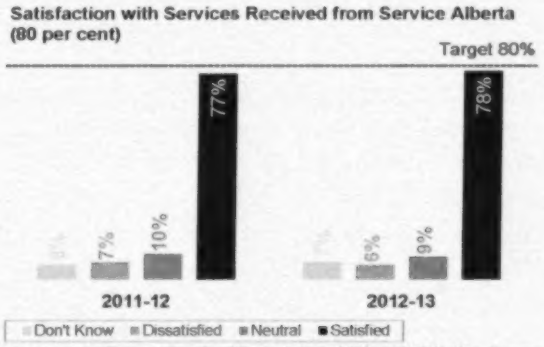
► 3.B PERCENTAGE OF CLIENTS SATISFIED WITH SERVICES RECEIVED FROM SERVICE ALBERTA

DESCRIPTION

Service Alberta is committed to delivering core standard shared services to government ministries. This measure surveys internal clients' overall satisfaction with services provided by Service Alberta.

RESULTS

The majority or 78 per cent of respondents indicated satisfaction with services received from Service Alberta. The 2012-13 target was 80 per cent.



Source: Service Alberta Internal Client Satisfaction Survey

ANALYSIS

At 78 per cent satisfaction, the majority of respondents are satisfied with services received from Service Alberta. This result is comparable to the prior year and nearly meets the 80 per cent target.

MINISTRY EXPENSE BY FUNCTION
(in millions)

	2012-13 Budget	2012-13 Actual	2011-12 Actual
Protection of Persons and Property	$ 89.4	$ 87.4	$ 80.7
General Government	278.2	274.8	255.7
Total Expenses by Function	$ 367.6	$ 362.2	$ 336.4

► 1.A CALL CENTRE SERVICE INDEX – REGISTRY RELATED (BASED ON COURTEOUSNESS, KNOWLEDGE, EFFORT, WAIT TIME AND EASE OF ACCESS)

A satisfaction survey of Albertans who contacted the contact centre (registry related) was conducted in October 2012 and February 2013. Clients were asked to complete a survey following completion of their call. Those who agreed to participate were directed to an automated system to complete the survey, which is managed by Ivrnet, a third party consultant.

The survey prompts respondents to answer with either, "Unacceptable", "Poor", "Fair", "Good", "Excellent" or "No Opinion" across five service attributes: courteousness, knowledge, effort, wait time, and ease of access. Those who responded with "Good" or "Excellent" were defined as being satisfied with that particular attribute of the service and counted towards the service index rating.

The rating is derived by taking the percentage of satisfied responses against the total.

Total annual sample and margin of error at the 95 per cent confidence interval for the five service attributes is as follows:

Courtesy: 436 interviews with results being accurate to within ±4.7 per cent.

Knowledge: 425 interviews with results being accurate to within ±4.8 per cent.

Effort: 419 interviews with results being accurate to within ±4.8 per cent.

Wait time: 413 interviews with results being accurate to within ±4.8 per cent.

Ease of access: 405 interviews with results being accurate to within ±4.8 per cent.

► 1.B.1 COMPARISON OF ALBERTA'S FEES TO OTHER JURISDICTIONS TO:

- RENEW REGISTRATION ON A HONDA CIVIC
- RENEW A DRIVER'S LICENCE

Ministry staff contacted provincial and territorial governments across Canada to collect information on fees for vehicle registrations and driver's licences. To facilitate a reliable and meaningful comparative analysis, two key products were identified for the Motor Vehicles Registry: vehicle registration renewal and driver's licence renewal. These two products are the most common transactions, are available in a similar form in all Canadian jurisdictions and are the most familiar to the general public. The Honda Civic was chosen as the vehicle for comparison.

Since many jurisdictions use formulas (e.g., weight of a vehicle), these registrations were put into common scenarios to standardize comparisons across all provinces.

- Vehicle registration: fee associated with the renewal of a Honda Civic weighing 1,250 kilograms in an urban area (includes all government fees, taxes, service charges and premiums). Note: Nunavut's reported fee is based on a rate that excludes access to highways.
- Driver's licence: the renewal fee to renew a driver's licence with no demerits, based on a standard five year renewal (includes all government fees, taxes, service charges and premiums). A five-year renewal period was selected, as this is a common renewal timeframe selected by Albertans.

► 1.B.2 COMPARISON OF ALBERTA'S FEES TO OTHER JURISDICTIONS TO OBTAIN A:

- COLLECTION AGENCY LICENCE
- DIRECT SELLING LICENCE

Ministry staff contacted provincial and territorial government agencies across Canada to collect information on the fees charged for various business licences. It is important to note that Alberta charges a single, flat fee for each licence being compared. To ensure a meaningful comparison, the following assumptions were made:

Collection agency licence

Comparisons were made against the minimum business fee charged in the province or territory for either a new licence or a renewal, whichever was lower, regardless of company size.

Direct selling licence

Comparisons were made against the minimum fee charged to sole proprietors, partnerships or corporations excluding additional charges for branch or satellite offices. Where the fee was for a multi-year period, comparisons were made using the annual equivalent (e.g., $200 for a two-year licence would be $100 on an annual basis).

► 1.C PERCENTAGE OF ALBERTANS WHO ARE SATISFIED WITH ACCESS TO GOVERNMENT OF ALBERTA SERVICES AND INFORMATION

Ipsos Reid, an independent research contractor, conducted a random telephone survey of Albertans from February to March 2013. Total annual sample for the survey was 705 interviews with results being accurate to within ±3.7 per cent, at the 95 per cent confidence interval.

Interviews were stratified by region – i.e., the City of Edmonton, the City of Calgary, Smaller Cities North, Smaller Cities South, Rural North and Rural South. Quotas were established to ensure a reliable sample size within each region for regional analysis. The data was weighted to ensure the overall sample's regional and age/gender composition reflects that of the actual Alberta population aged 18+ years according to 2011 Canadian Census data.

Respondents were presented with a list of actual Government of Alberta services or information and asked which they had accessed or tried to access in the past 6 months. Those who accessed one or more services or information on the list in person, by telephone, on the Internet or by mail/fax were asked to rate their satisfaction with their current ability to access Government of Alberta services and information, overall, regardless of means.

The survey employs a seven-point satisfaction scale, where one is very dissatisfied, four is neutral and seven is very satisfied. Respondents were asked to rate their overall satisfaction with the services they received. A satisfied respondent is defined as providing a five, six or seven on the seven-point scale, while dissatisfied is one, two or three.

► 1.D PERCENTAGE OF ALBERTANS WHO ARE SATISFIED WITH TIMELINESS TO GOVERNMENT OF ALBERTA SERVICES AND INFORMATION

Ipsos Reid, an independent research contractor, conducted a random telephone survey of Albertans from February to March 2013. Total annual sample for the survey was 427 interviews with results being accurate to within ±4.7 per cent at the 95 per cent confidence interval.

Interviews were stratified by region – i.e., the City of Edmonton, the City of Calgary, Smaller Cities North, Smaller Cities South, Rural North and Rural South. Quotas were established to ensure a reliable sample size within each region for regional analysis. The data was weighted to ensure the overall sample's regional and age/gender composition reflects that of the actual Alberta population aged 18+ years according to 2011 Canadian Census data.

Respondents were presented with a list of actual Government of Alberta services or information and asked which they had accessed or tried to access in the past 6 months. Those who accessed one or more services or information on the list in person or by telephone were asked to rate their satisfaction with the waiting time to deal with the person who served them.

The survey employs a seven-point satisfaction scale, where one is very dissatisfied, four is neutral and seven is very satisfied. Respondents were asked to rate their overall satisfaction with the services they received. A satisfied respondent is defined as providing a five, six or seven on the seven-point scale, while dissatisfied is one, two or three.

► 1.E CALL CENTRE SERVICE INDEX – 310-0000 RELATED (BASED ON COURTEOUSNESS, KNOWLEDGE, EFFORT, WAIT TIME AND EASE OF ACCESS)

A satisfaction survey of Albertans who contacted the contact centre (310-0000 related) was conducted in March 2013. Clients were asked to complete a survey following completion of their call. Those who agreed to participate were directed to an automated system to complete the survey which is managed by Ivrnet, a third party consultant.

The survey prompts respondents to answer with either "Unacceptable", "Poor", "Fair", "Good", "Excellent" or "No Opinion" across five service attributes: courteousness, knowledge, effort, wait time, and ease of access. Those who responded with "Good" or "Excellent" were defined as being satisfied with that particular attribute of the service and counted towards the service index rating.

The rating is derived by taking the percentage of satisfied responses against the total.

Total annual sample and margin of error at the 95 per cent confidence interval for the five service attributes is as follows:

Courtesy: 214 interviews with results being accurate to within ±6.7 per cent.

Knowledge: 208 interviews with results being accurate to within ±6.8 per cent.

Effort: 207 interviews with results being accurate to within ±6.8 per cent.

Wait time: 204 interviews with results being accurate to within ±6.9 per cent.

Ease of access: 202 interviews with results being accurate to within ±6.9 per cent.

► 1.F CALL CENTRE SERVICE INDEX – HEALTH RELATED (BASED ON COURTEOUSNESS, KNOWLEDGE, EFFORT, WAIT TIME AND EASE OF ACCESS)

A satisfaction survey of Albertans who contacted the contact centre (health related) was conducted in October 2012 and February 2013. Clients were asked to complete a survey following completion of their call. Those who agreed to participate were directed to an automated system to complete the survey which is managed by Ivrnet, a third party consultant.

The survey prompts respondents to answer with either "Unacceptable", "Poor", "Fair", "Good", "Excellent" or "No Opinion" across five service attributes: courteousness, knowledge, effort, wait time, and ease of access. Those who responded with "Good" or "Excellent" were defined as being satisfied with that particular attribute of the service and counted towards the service index rating.

The rating is derived by taking the percentage of satisfied responses against the total.

Total annual sample and margin of error at the 95 per cent confidence interval for the five service attributes is as follows:

Courtesy: 429 interviews with results being accurate to within ±4.7 per cent.

Knowledge: 414 interviews with results being accurate to within ±4.8 per cent.

Effort: 410 interviews with results being accurate to within ±4.8 per cent.

Wait time: 409 interviews with results being accurate to within ±4.8 per cent.

Ease of access: 403 interviews with results being accurate to within ±4.9 per cent.

► 2.A CALL CENTRE SERVICE INDEX – CONSUMER RELATED (BASED ON COURTEOUSNESS, KNOWLEDGE, EFFORT, WAIT TIME AND EASE OF ACCESS)

A satisfaction survey of Albertans who contacted the contact centre (consumer related) was conducted in October 2012 and February 2013. Clients were asked to complete a survey following completion of their call. Those who agreed to participate were directed to an automated system to complete the survey which is managed by Ivrnet, a third party consultant.

The survey prompts respondents to answer with either "Unacceptable", "Poor", "Fair", "Good", "Excellent" or "No Opinion" across five service attributes: courteousness, knowledge, effort, wait time, and ease of access. Those who responded with "Good" or "Excellent" were defined as being satisfied with that particular attribute of the service and counted towards the service index rating.

The rating is derived by taking the percentage of satisfied responses against the total.

Total annual sample and margin of error at the 95 per cent confidence interval for the five service attributes is as follows:

Courtesy: 419 interviews with results being accurate to within ±4.8 per cent.

Knowledge: 411 interviews with results being accurate to within ±4.8 per cent.

Effort: 407 interviews with results being accurate to within ±4.9 per cent.

Wait time: 403 interviews with results being accurate to within ±4.9 per cent.

Ease of access: 397 interviews with results being accurate to within ±4.9 per cent.

► 3.A PERCENTAGE OF INVOICES PAID ELECTRONICALLY

The percentage is calculated by dividing invoices paid through the Electronic Payment System, ExClaim!, procurement cards and the Integrated Management Information System (IMAGIS) Recurring Vouchers by all the invoices paid by Service Alberta.

Invoices for the Electronic Payment System, ExClaim!, procurement cards and IMAGIS Recurring Vouchers are calculated as follows:

Electronic Payment System

Invoices are counted by the number of active Vendor Account Codes that have charges against them. This is counted on a monthly basis as each vendor sends an electronic feed monthly that has Vendor Account Codes with charges.

ExClaim!

One paid electronic claim is counted as one invoice. Claims can have a zero dollar amount, created from a claim that is completely pre-paid.

Procurement Card

Each time a card is swiped, it is considered one transaction or one invoice.

IMAGIS Recurring Vouchers

One payment per month is counted as one electronically paid invoice.

Data is collected internally through the Electronic Payment System, ExClaim! and IMAGIS AP application database queries by Service Alberta's Business Services division.

► 3.B PERCENTAGE OF CLIENTS SATISFIED WITH SERVICES RECEIVED FROM SERVICE ALBERTA

An online survey of internal clients was conducted by Service Alberta's Planning & Performance Measurement Branch from March to April 2013.

Clients were asked to rate their overall satisfaction with the service they received. Total annual sample for the survey was 1,860 interviews with results being accurate to within ±2.3 per cent at the 95 per cent confidence level.

Services included in the survey were:

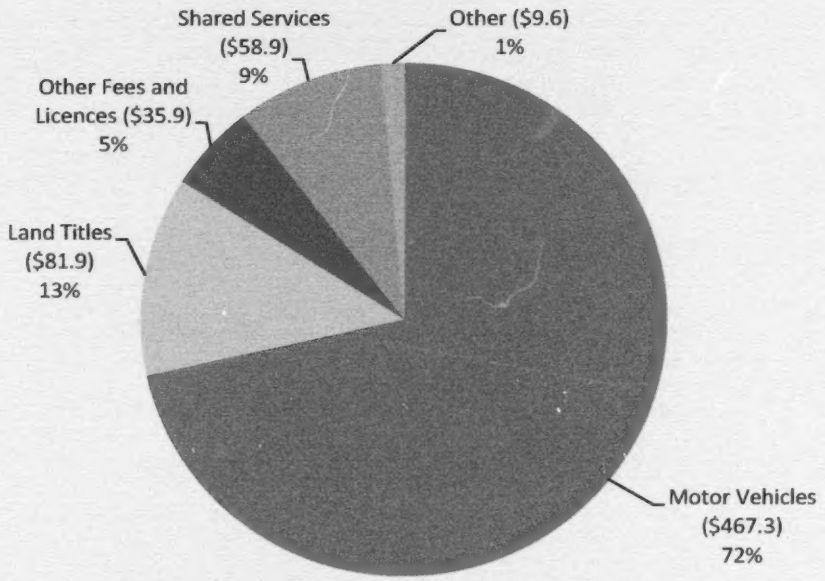
- Accounts Payable
- Accounts Receivable and Billings
- Cash Office
- Fleet Management
- Library Services
- Pay and Benefits
- Records Management Services
- E-mail Unit
- Web Server Team
- Electronic Payment System
- Exclaim! System
- Procurement Card

The survey employs a seven-point satisfaction scale, where one is very dissatisfied, four is neutral and seven is very satisfied. Respondents were asked to rate their overall satisfaction with the services they received. A satisfied respondent is defined as providing a five, six or seven on the seven-point scale, while dissatisfied is one, two or three.

Financial Highlights

Chart 1: 2012-13 Revenue by Source

(in millions)



In 2012-13, Service Alberta collected $653.6 million in revenue of which:

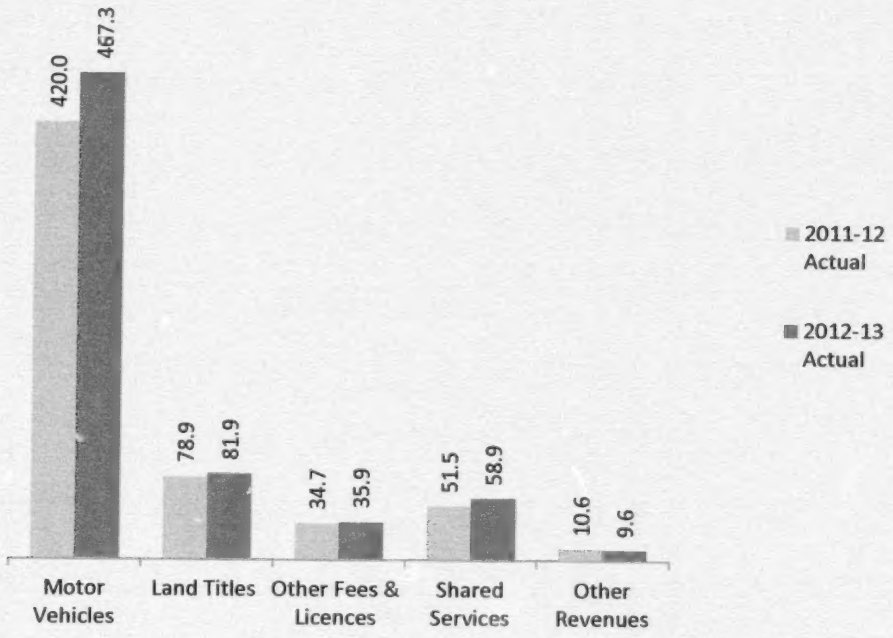
- $594.7 million (91.0 per cent) from sources external to the Government of Alberta, primarily related to fees and licences generated from the five major registries (motor vehicles, land titles, personal property, vital statistics and corporate registry); and
- $58.9 million (9.0 per cent) from sources internal to government; revenue received from other ministries to recover the cost of providing standardized shared services.

Of the $653.6 million in revenue collected by Service Alberta, $362.2 million was used to directly fund the Ministry's operating expenses and the remaining $291.4 million in revenue went to the General Revenue Fund.

Financial Highlights

Chart 2: Comparison of 2012-13 to 2011-12 Revenue by Source

(in millions)

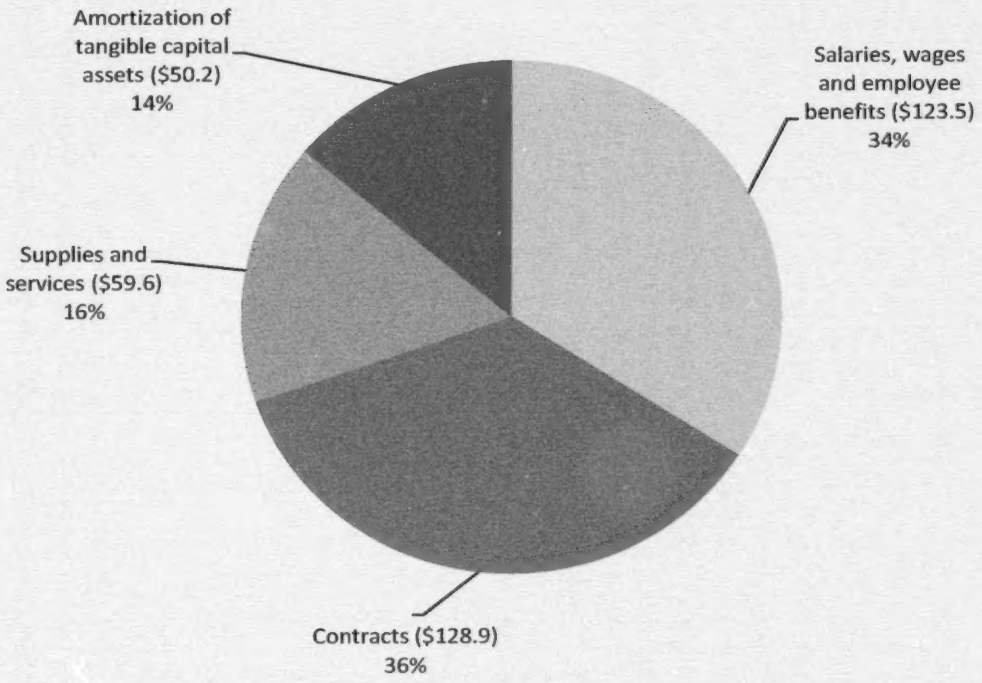


With the exception of Other Revenues, revenue increased from 2011-12 to 2012-13 in the order of 3.5 to 14.4 per cent. The most significant changes are in motor vehicles and shared services. $45.4 million (95.0 per cent) of the increase in motor vehicles reflects higher transaction volumes for commercial and passenger vehicle registrations and operator licences. The increase in shared services is directly attributed to services provided to other departments for the provisioning of information technology infrastructure and services which support the delivery of programs to citizens by all ministries.

Financial Highlights

Chart 3: 2012-13 Expense by Object

(in millions)


Amortization of tangible capital assets ($50.2) 14%
Salaries, wages and employee benefits ($123.5) 34%
Supplies and services ($59.6) 16%
Contracts ($128.9) 36%

Amortization, which accounts for 14.0 per cent of Service Alberta's Operating Expense, is a non-cash expense which represents the depletion or use of a capital asset. Amortization can also be used as a proxy for the amount of capital investment required to maintain and replenish assets used by the Ministry in the delivery of its programs and the programs it supports, through its shared service initiatives.

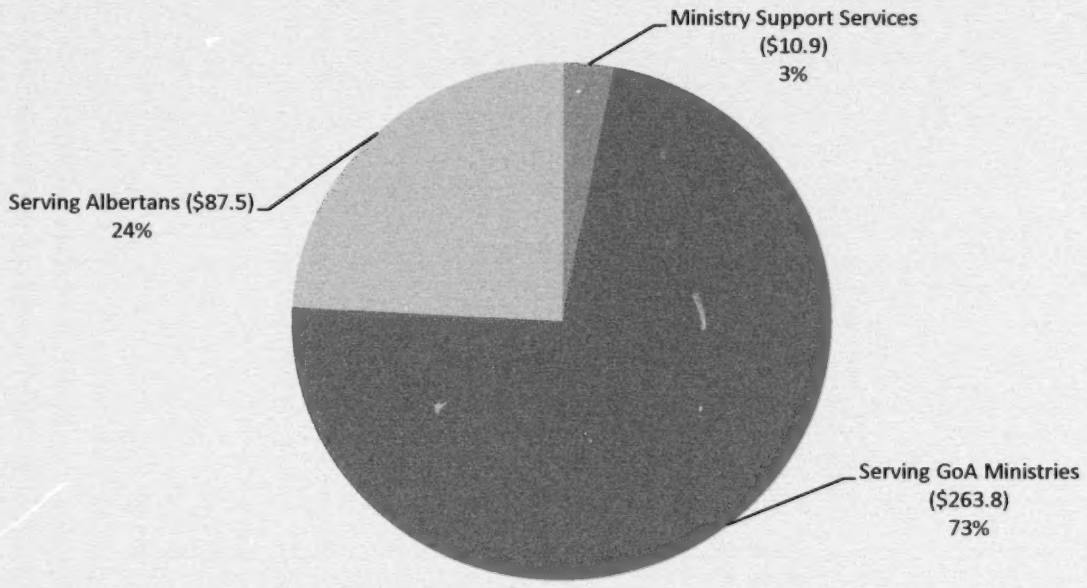
When Amortization is removed from Operating Expenses, the allocation of expense by object changes to:

- 41.0 per cent for contracts;
- 40.0 per cent for salaries, wages and employee benefits; and
- 19.0 per cent for supplies and services.

Financial Highlights

CHART 4: 2012-13 INTERNAL VERSUS EXTERNAL SERVICES

(in millions)



Service Alberta's mission is to deliver citizen-centered services and information to the public and standardized shared services to its partner ministries. Its core businesses are:

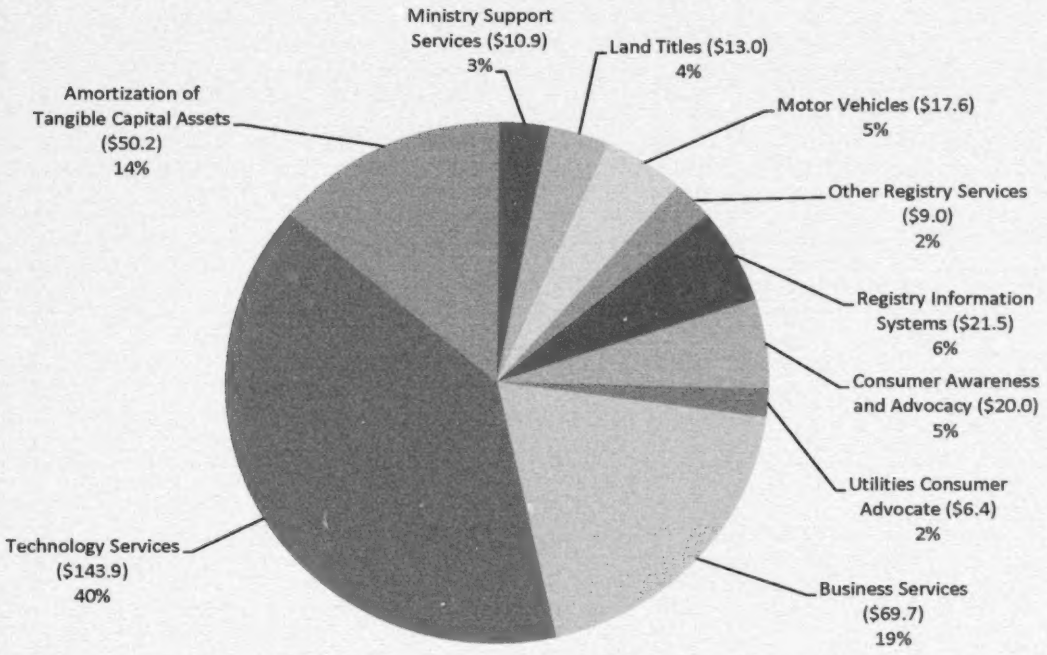
- Serving Albertans - providing services to Albertans including registering a life event, car, house, personal property or business, providing consumer protection programs, and freedom of information and privacy requests; and
- Serving Government Ministries - providing standardized shared services to government ministries in an efficient and effective manner.

Of the 2012-13 $362.2 million in Operating Expense, $351.3 million (97.0 per cent) is directly related to the Ministry's core businesses. The remaining $10.9 million (3.0 per cent) is for ministry support services such as associate minister's office, communications, corporate finance, deputy minister's office, human resources, legal services and minister's office which support both core businesses.

Financial Highlights

CHART 5: 2012-13 EXPENSE BY PROGRAM

(in millions)


Ministry Support Services ($10.9) 3%
Land Titles ($13.0) 4%
Motor Vehicles ($17.6) 5%
Other Registry Services ($9.0) 2%
Registry Information Systems ($21.5) 6%
Consumer Awareness and Advocacy ($20.0) 5%
Utilities Consumer Advocate ($6.4) 2%
Business Services ($69.7) 19%
Technology Services ($143.9) 40%
Amortization of Tangible Capital Assets ($50.2) 14%

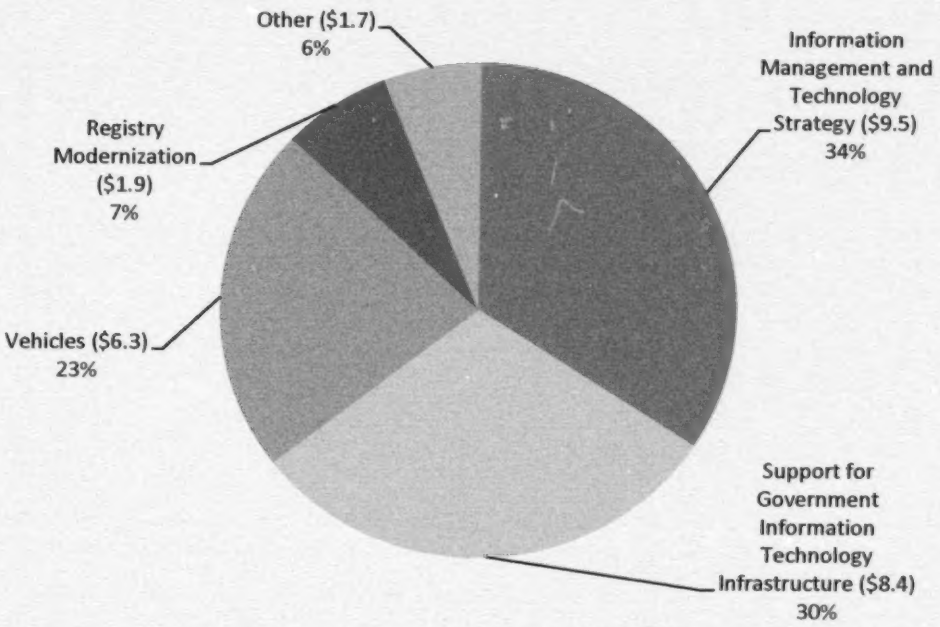
A significant portion of the Ministry's operating expense $263.8 million (72.8 per cent) supports providing foundational shared services to government ministries. The $263.8 million includes:

- $104.4 million for technology operations and infrastructure, of which $44.0 million is funded by revenues received from ministries;
- $50.2 million for amortization expense associated with the government's vehicle fleet and information technology infrastructure and applications;
- $49.7 million for procurement and administration services, of which $28.1 million is funded by revenues received from ministries for services such as mail and courier services, print services, fleet management, crown debt collections, and forms and imaging services;
- $20.0 million for financial and employee services which includes, but is not limited to, administering pay and benefits for over 28,500 Alberta Public Sector employees, processing accounts payables, the management of accounts receivable and crown debt collections and billings;
- $19.8 million for enterprise services, including several enterprise software licences, the office of the corporate chief information officer and the corporate information security office; and
- $19.7 million for network services, which is predominantly for the provisioning of Alberta SuperNet.

Financial Highlights

Chart 6: 2012-13 Capital Expense

(in millions)



In 2012-13, of the $27.8 million capital investment, $20.1 million was for the maintenance and replacement of the capital assets for which Service Alberta has direct ownership. This investment equates to 4.2 per cent of the total cost of the Ministry's capital assets.

Ministry of Service Alberta

Financial Statements

March 31, 2013

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Independent Auditor's Report

To the Members of the Legislative Assembly

Report on the Financial Statements
I have audited the accompanying financial statements of the Ministry of Service Alberta, which comprise the statement of financial position as at March 31, 2013, and the statements of operations and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements
Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility
My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Opinion
In my opinion, the financial statements present fairly, in all material respects, the financial position of the Ministry of Service Alberta as at March 31, 2013, and the results of its operations and its cash flows for the year then ended in accordance with Canadian public sector accounting standards.

(Original signed by Merwan N. Saher, FCA)

Auditor General
May 30, 2013
Edmonton, Alberta

MINISTRY OF SERVICE ALBERTA

Statement of Operations

YEAR ENDED MARCH 31, 2013

(in thousands)

	2013		2012
	Budget (Schedule 4)	Actual	Actual
Revenues (Note 2(b) and Schedule 1)			
Fees and licences	$ 531,030	$ 585,058	$ 533,596
Other revenue	62,240	68,524	62,044
	593,270	653,582	595,640
Expenses- directly incurred (Notes 2(b) and 5 and Schedule 9)			
Program (Schedules 3 and 6)			
Ministry Support Services	9,900	10,875	9,830
Land Titles	13,390	13,032	12,808
Motor Vehicles	16,560	17,579	16,590
Other Registry Services	8,035	8,955	8,065
Registry Information Systems	20,785	21,552	17,783
Consumer Awareness and Advocacy	20,300	19,998	18,097
Utilities Consumer Advocate	10,350	6,452	7,329
Business Services	84,590	82,997	77,275
Technology Services	183,719	180,803	168,630
	367,629	362,243	336,407
Net operating results	$ 225,641	$ 291,339	$ 259,233

The accompanying notes and schedules are part of these financial statements.

MINISTRY OF SERVICE ALBERTA

Statement of Financial Position

AS AT MARCH 31, 2013

(in thousands)

	2013	2012
Assets		
Cash	$ 74,045	$ 72,958
Accounts receivable (Note 3)	19,747	14,641
Inventories (Note 4)	1,198	1,470
Tangible capital assets (Note 6)	214,679	243,801
	$ 309,669	$ 332,870
Liabilities		
Accounts payable and accrued liabilities (Note 7)	$ 56,595	$ 46,117
Deferred revenue (Note 8)	288,839	268,771
	345,434	314,888
Net assets (net liabilities)		
Net assets at beginning of year	17,982	68,797
Net operating results	291,339	259,233
Net financing provided for general revenues	(345,086)	(310,048)
Net assets (net liabilities) at end of year	(35,765)	17,982
	$ 309,669	$ 332,870

Contractual obligations and contingent liabilities (Notes 9 and 10).

The accompanying notes and schedules are part of these financial statements.

MINISTRY OF SERVICE ALBERTA

Statement of Cash Flows

YEAR ENDED MARCH 31, 2013

(in thousands)

	2013	2012
Operating transactions		
Net operating results	$ 291,339	$ 259,233
Non-cash items included in net operating results		
Amortization	50,244	45,835
Loss on disposal of tangible capital assets	483	387
Provision for employee benefits	378	782
Provision for doubtful accounts	11	20
	342,455	306,257
(Increase) decrease in accounts receivable	(5,117)	7,247
Decrease in inventories	272	109
Increase (decrease) in accounts payable and accrued liabilities	10,100	(15,636)
Increase in deferred revenue	20,068	40,357
Cash provided by operating transactions	367,778	338,334
Capital transactions		
Acquisition of tangible capital assets	(27,818)	(19,671)
Adjustment to tangible capital assets	-	41
Net transfer of tangible capital assets to (from) other ministries [a]	6,241	(3,983)
Proceeds on disposal of tangible capital assets	549	1,159
Tangible capital assets received from other sources	(577)	-
Cash applied to capital transactions	(21,605)	(22,454)
Financing transactions		
Net financing provided for general revenues	(345,086)	(310,048)
Cash applied to financing transactions	(345,086)	(310,048)
Increase in cash	1,087	5,832
Cash at beginning of year	72,958	67,126
Cash at end of year	$ 74,045	$ 72,958

[a] Computer hardware and software for the Justice Innovation and Modernization initiative, valued at $7,543 was transferred to the Department of Justice and Solicitor General, and equipment valued at $1,302 was transferred from the Department of Transportation.

The accompanying notes and schedules are part of these financial statements.

Notes to the Financial Statements

YEAR ENDED MARCH 31, 2013

NOTE 1
AUTHORITY AND PURPOSE

The Ministry of Service Alberta (the Ministry) operates under the authority of the *Government Organization Act*, Chapter G-10, Revised Statutes of Alberta 2000.

The Ministry delivers standardized business, financial and technology services to other ministries, enabling the government to act as one entity, and facilitating easy access to programs and services for other ministries to provide services to Albertans. It also delivers citizen-centred services and information to the public, touching the everyday lives of Albertans, including registering a life event, or vehicle; buying a house; starting a business; and supporting a fair market place through consumer awareness and protection.

NOTE 2
SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES

These financial statements are prepared in accordance with Canadian public sector accounting standards.

(a) Reporting Entity

The reporting entity is the Ministry of Service Alberta for which the Minister of Service Alberta is accountable.

All departments of the Government of Alberta operate within the General Revenue Fund (the Fund). The Fund is administered by the President of Treasury Board and Minister of Finance.

All cash receipts of departments are deposited into the Fund and all cash disbursements made by departments are paid from the Fund. Net Financing provided from (for) General Revenues is the difference between all cash receipts and all cash disbursements made.

(b) Basis of Financial Reporting

Revenues

All revenues are reported on the accrual basis of accounting. Cash received for which goods or services have not been provided by year end is recorded as deferred revenue.

The Ministry uses a network of 226 agents located in communities throughout the province to deliver some of its Registry Services. These Registry Services include the issuance and renewal of drivers' licences; registrations of birth, marriage and death; land title searches and transfers; and registrations of corporations, vehicles, and liens, involving approximately 9.1 million transactions. The registry agents collect and remit to the Ministry, the various fees charged by the province for each service type. The registry agent can also charge a transaction fee for each service provided. The Ministry reports only the revenues due to the province under Fees and Licences on the Statement of Operations.

Credit or Recovery

Credit or Recovery initiatives provide a basis for authorizing spending. Credits or recoveries are shown in the details of the Government Estimates for a supply vote. If budgeted revenues are not fully realized, spending is reduced by an equivalent amount. If the actual Credit or Recovery amounts exceed budget, the Ministry may, with the approval of Treasury Board Committee, use the excess to fund additional expenses of the program. Schedule 2 discloses information on the Ministry's credit or recovery initiatives.

Notes to the Financial Statements

YEAR ENDED MARCH 31, 2013

NOTE 2
SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES

(continued)

Expenses

Directly Incurred

Directly incurred expenses are those costs the Ministry has primary responsibility and accountability for, as reflected in the Government's budget documents.

In addition to program operating expenses such as salaries, supplies, etc., directly incurred expenses also include:

- amortization of tangible capital assets;
- pension costs, which are the cost of employer contributions for current service of employees during the year; and
- valuation adjustments and statutory expenses which include land titles registrar's assurance liabilities and changes in the valuation allowances used to reflect financial assets at their net recoverable or other appropriate value. Valuation adjustments also represent the change in management's estimate of future payments arising from obligations relating to doubtful accounts and vacation pay.

Incurred by Others

Services contributed by other entities in support of the Ministry operations are not recognized and are disclosed in Schedule 8 and allocated to programs in Schedule 9.

Cash

Cash includes cash in bank and cash in transit. It predominantly consists of monies collected by registry agents for deposit into the General Revenue Fund.

Assets

Financial assets are assets that could be used to discharge existing liabilities or finance future operations and are not for consumption in the normal course of operations. Financial assets of the Ministry are limited to financial claims, such as advances to and receivables from other organizations, employees and other individuals, as well as inventories held for resale. Assets acquired by right are not included. Tangible capital assets of the Ministry are recorded at historical cost and amortized on a straight-line basis over the estimated useful lives of the assets. The threshold for capitalizing new systems development is $250,000 and the threshold for major systems enhancements is $100,000. The threshold for all other tangible capital assets is $5,000.

Amortization is only charged if the tangible capital asset is in use.

Costs associated with business process reengineering and system development costs incurred during the preliminary stage of an information technology project are expensed. System development costs associated with the development and acquisition of software are capitalized. Capitalization of costs begins after the preliminary project stage and ends when the system application is completed and ready for its intended use.

Notes to the Financial Statements

YEAR ENDED MARCH 31, 2013

NOTE 2
SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES

(continued)

Liabilities

Liabilities are recorded to the extent that they represent present obligations as a result of events and transactions occurring prior to the end of fiscal year. The settlement of liabilities will result in the sacrifice of economic benefits in the future.

Net Assets/Net Liabilities

Net assets/net liabilities represent the difference between the carrying value of assets held by the Ministry and its liabilities.

Canadian public sector accounting standards require a "net debt" presentation for the statement of financial position in the summary financial statements of governments.

Net debt presentation reports the difference between financial assets and liabilities as "net debt" or "net financial assets" as an indicator of the future revenues required to pay for past transactions and events. The Ministry operates within the government reporting entity, and does not finance all its expenditures by independently raising revenues. Accordingly, these financial statements do not report a net debt indicator.

Measurement Uncertainty

(in thousands)

Measurement uncertainty exists when there is a variance between the recognized or disclosed amount and another reasonably possible amount. The allowance for doubtful accounts, recorded as $284 (2012 - $276) in these financial statements, is subject to measurement uncertainty. It is possible that the unrecoverable amount could be different from what was provided for.

Valuation of Financial Assets and Liabilities

Fair value is the amount of consideration agreed upon in an arm's length transaction between knowledgeable, willing parties who are under no compulsion to act.

The fair values of cash, accounts receivable, inventories, accounts payable and accrued liabilities and deferred revenue are estimated to approximate their carrying values because of the short term nature of these instruments.

Notes to the Financial Statements

YEAR ENDED MARCH 31, 2013

NOTE 3
ACCOUNTS RECEIVABLE

(in thousands)

	2013			2012
	Gross Amount	Allowance for Doubtful Accounts	Net Realizable Value	Net Realizable Value
Accounts receivable	$ 19,955	$ 284	$ 19,671	$ 14,560
Refunds from suppliers	76	-	76	81
	$ 20,031	$ 284	$ 19,747	$ 14,641

Accounts receivable are unsecured and non-interest bearing. The accounts receivable amount includes $1,150 (2012 - $551) to be received from other government ministries and agencies.

NOTE 4
INVENTORIES

(in thousands)

Inventories consist of the following items for resale:

	2013	2012
Postage	$ 951	$ 1,180
Queen's Printer publications	247	290
	$ 1,198	$ 1,470

NOTE 5
AMOUNTS NOT REQUIRED TO BE VOTED

(in thousands)

Included in the Ministry's directly incurred expenses are the following amounts:

	2013	2012
Amortization	$ 50,244	$ 45,835
Provision for employee benefits	378	782
Provision for doubtful accounts	11	20
Land Titles Registrar's assurance liabilities	68	397
Loss on sale of tangible capital assets	609	505
	$ 51,310	$ 47,539

Notes to the Financial Statements

YEAR ENDED MARCH 31, 2013

NOTE 6
TANGIBLE CAPITAL ASSETS

(in thousands)

	2013			
	Equipment [1]	Computer Hardware and Software [2][3]	SuperNet[4]	Total
Estimated Useful Life	3 - 20 years	3 - 10 years	5 - 24 years	
Historical Cost [5]				
Beginning of year	$ 108,953	$ 240,816	$ 196,824	$ 546,593
Additions	6,955	21,440	-	28,395
Disposals, including write-downs and transfers	(2,174)	(8,410)	(267)	(10,851)
Adjustments	(1,003)	964	39	-
	112,731	254,810	196,596	564,137
Accumulated Amortization				
Beginning of year	56,908	165,945	$79,939	302,792
Amortization expense	14,580	27,005	8,659	50,244
Effect of disposals	(2,725)	(853)	-	(3,578)
	68,763	192,097	88,598	349,458
Net Book Value at March 31, 2013	$ 43,968	$ 62,713	$ 107,998	$ 214,679
Net Book Value at March 31, 2012	$ 52,045	$ 74,871	$ 116,885	$ 243,801

[1] Equipment includes furniture, fixtures and vehicles. Vehicles valued at $1,302 were transferred from the Department of Transportation.

[2] Computer hardware and software includes all development costs incurred by the Ministry in the implementation of the Alberta Government Integrated Management Information Systems (IMAGIS). The cost of each module is amortized over a 10-year useful life.

[3] Included in the transfer for computer hardware and software at March 31, 2013 is $7,543 for the Justice Information Management System, transferred to the Department of Justice and Solicitor General.

[4] SuperNet includes the following components:

Indefeasible Right of Use Agreements which grant the Government of Alberta exclusive use of specific fibre optic cable, wireless equipment, tower space and points of presences and an indefeasible right to use common support structures (sheathing, conduit, handholes, pedestals, etc.). Indefeasible means the right to use cannot be defeated, revoked or made void. All indefeasible right of use agreements have an initial 20-year term with renewal options.

Fibre Purchase Agreements grant the ownership of specific fibre optic cables and an indefeasible right to use common support structures (sheathing, conduit, handholes, pedestals, etc.).

[5] Historical cost includes work-in-progress at March 31, 2013 totalling $24,960 (2012 - $33,250) comprised of: equipment $4,539 (2012 – $3,520) and computer hardware and software $20,421 (2012 – $29,730).

Notes to the Financial Statements

YEAR ENDED MARCH 31, 2013

NOTE 7
ACCOUNTS PAYABLE AND ACCRUED LIABILITIES

(in thousands)

The Ministry has an obligation to pay for goods and services acquired by its program areas. It must also remit funds collected on behalf of the Department of Justice and Solicitor General.

	2013	2012
Accounts payable	$ 13,682	$ 9,069
Accrued liabilities		
Employee benefits	12,643	12,047
Other	19,652	14,215
Payable to Department of Justice and Solicitor General	10,618	10,786
	$ 56,595	$ 46,117

NOTE 8
DEFERRED REVENUE

(in thousands)

The Ministry records deferred revenue when it receives payments for services to be provided in a future accounting period.

	2013	2012
Motor Vehicles	$ 287,847	$ 265,693
Land Titles	357	363
Utilities Consumer Advocate	-	2,028
Business licences	377	484
Other	258	203
	$ 288,839	$ 268,771

NOTE 9
CONTRACTUAL OBLIGATIONS

(in thousands)

Contractual obligations are obligations of the Ministry to others that will become liabilities in the future when the terms of those contracts or agreements are met.

	2013	2012
Obligations under operating leases, contracts and programs	$ 361,851	$ 348,432

Estimated payment requirements for obligations under operating leases, contracts and programs for each of the next five years and thereafter are as follows:

Year	Total
2013-14	$ 138,341
2014-15	97,262
2015-16	60,215
2016-17	36,818
2017-18	18,472
Thereafter	10,743
	$ 361,851

Contractual obligations totalling $267,130 (2012 - $287,975) represent commitments for the provision and delivery of technology and network services.

Notes to the Financial Statements

YEAR ENDED MARCH 31, 2013

NOTE 10
CONTINGENT LIABILITIES

(in thousands)

The Ministry is involved in legal matters where damages are being sought. These matters may give rise to contingent liabilities.

Accruals have been made in specific instances where it is likely that losses will be incurred based on a reasonable estimate. At March 31, 2013, accruals totalling $551 (2012: $452) have been recorded as a liability. The total amount claimed for all likely claims is $34,488 (2012: $33,701). Included in the total likely claims are claims covered in whole or in part by the Alberta Risk Management Fund. The resulting additional liability, if any, from likely claims in excess of the amounts accrued is not determinable.

The department has been named in twenty (2012: twenty) claims of which the outcome is not determinable. Of these claims, fifteen (2012: sixteen) have specified amounts totalling $18,976 (2012: $18,389). The remaining five (2012: four) claims have no amounts specified. Included in the total claims, two claims totalling $250 (2012: two claims totalling $250) are covered in whole or in part by the Alberta Risk Management Fund. The resolution of indeterminable claims may result in a liability, if any, that may be significantly lower than the claimed amount.

NOTE 11
TRUST FUNDS UNDER ADMINISTRATION

(in thousands)

The Ministry administers trust funds that are regulated funds consisting of public money over which the Legislature has no power of appropriation. Because the Province has no equity in the funds and administers them for the purpose of various trusts, they are not included in the Ministry's financial statements.

As at March 31, 2013 trust funds under administration were as follows:

	2013	2012
Business licensing security	$ 3,516	$ 2,778
Miscellaneous trust funds	278	261
	$ 3,794	$ 3,039

NOTE 12
PAYMENT UNDER AGREEMENT

(in thousands)

The Ministry has entered into an agreement with Statistics Canada to explore the feasibility of establishing a secure network for sharing vital event data between federal and provincial organizations. The National Routing System pilot project is fully funded by Statistics Canada.

Costs incurred under this agreement are made by the Ministry under authority of the *Financial Administration Act*, Section 25. Accounts payable includes $28 (2012 - $72) of unspent funding contribution received from Statistics Canada. Amount paid under the agreement with Statistics Canada is $200 (2012 - $317).

Notes to the Financial Statements

YEAR ENDED MARCH 31, 2013

NOTE 13
BENEFIT PLANS

(in thousands)

The Ministry participates in the multi-employer pension plans: Management Employees Pension Plan, Public Service Pension Plan and Supplementary Retirement Plan for Public Service Managers. The expense for these pension plans is equivalent to the annual contributions of $12,965 for the year ended March 31, 2013 (2012 - $11,171). Departments are not responsible for future funding of the plan deficit other than through contribution increases.

At December 31, 2012, the Management Employees Pension Plan reported a deficiency of $303,423 (2011- $517,726), the Public Service Pension Plan reported a deficiency of $1,645,141 (2011- $1,790,383) and the Supplementary Retirement Plan for Public Service Managers had a deficiency of $51,870 (2011- $53,489).

The Ministry also participates in two multi-employer Long Term Disability Income Continuance Plans. At March 31, 2013, the Bargaining Unit Plan reported an actuarial surplus of $51,717 (2012–$9,136) and the Management, Opted Out and Excluded Plan an actuarial surplus of $18,327 (2012– $10,454). The expense for these two plans is limited to the employer's annual contributions for the year.

NOTE 14
COMPARATIVE FIGURES

Certain 2012 figures have been reclassified to conform to the 2013 presentation.

NOTE 15
APPROVAL OF FINANCIAL STATEMENTS

The financial statements were approved by the Senior Financial Officer and the Deputy Minister.

MINISTRY OF SERVICE ALBERTA

Schedule to Financial Statements

Revenues

SCHEDULE 1

YEAR ENDED MARCH 31, 2013

(in thousands)

	2013		2012
	Budget	Actual	Actual
Fees and licences			
Motor Vehicles	$ 428,880	$ 467,274	$ 420,005
Land Titles	67,650	81,867	78,888
Other	34,500	35,917	34,703
	531,030	585,058	533,596
Other revenue			
Shared Services	49,315	58,946	51,470
Utilities Consumer Advocate	10,350	6,452	7,363
Other	2,575	3,126	3,211
	62,240	68,524	62,044
Total revenues	$ 593,270	$ 653,582	$ 595,640

MINISTRY OF SERVICE ALBERTA

Schedule to Financial Statements

Credit or Recovery

SCHEDULE 2

YEAR ENDED MARCH 31, 2013

(in thousands)

	2013		
	Authorized	Actual	Excess/ (Shortfall)
Shared Services [1]	$ 54,315	$ 58,946	$ 4,631
Utilities Consumer Advocate [2]	10,320	6,452	(3,868)
Residential Tenancy Dispute Resolution [3]	620	620	-
Registry Data Information [4]	300	9	(291)
	$ 65,555	$ 66,027	$ 472
Capital Investment Funded by Credit or Recovery			
Provincial Trails Network [5]	$ 700	$ -	$ (700) [6]
	$ 700	$ -	$ (700)

(1) The Ministry receives revenue from other ministries to recover the cost of providing standardized shared services.

(2) The Utilities Consumer Advocate represents the interests of residential, farm and small business consumers of electricity and natural gas. It influences utility regulations, policies and practices and informs consumers about electricity and natural gas issues.

Eighty per cent of its funding is received through the Balancing Pool (section 148 of the Electric Utilities Act) with a further twenty per cent from three provincial natural gas distributors (section 28.1 of the Gas Utilities Act). Funding is based on the actual amount expended during the year.

(3) The Residential Tenancy Dispute Resolution service offers landlords and tenants an alternative means of resolving disputes outside of court. The service is designed to be faster, less formal and less expensive than the courts.

(4) The provision of special reports and bulk data transfer of registry data information is recovered through third party agreements.

(5) Funding received from off-highway vehicle users is to be used to enhance the motor vehicles system to accept trail improvement fees.

(6) Shortfall is deducted from current year's authorized budget, as disclosed in schedules 4 and 5 of the financial statements.

MINISTRY OF SERVICE ALBERTA

Schedule to Financial Statements

Expenses - Directly Incurred Detailed by Object

SCHEDULE 3

YEAR ENDED MARCH 31, 2013

(in thousands)

	2013		2012
	Budget	Actual	Actual
Salaries, wages and employee benefits	$ 128,062	$ 123,503	$ 113,848
Supplies and services [1]	187,463	188,401	176,623
Amortization of tangible capital assets	51,994	50,244	45,835
Other	110	95	101
	$ 367,629	$ 362,243	$ 336,407

[1] There were no severance or termination payments paid for eligible executive management positions.

MINISTRY OF SERVICE ALBERTA

Schedule to Financial Statements

Budget

SCHEDULE 4

YEAR ENDED MARCH 31, 2013

(in thousands)

	2012-13 Estimates	Adjustments	2012-13 Authorized Budget
Revenues			
Fees and licences			
Motor Vehicles	$ 428,880	$ -	$ 428,880
Land Titles	67,650	-	67,650
Other	34,500	-	34,500
Other revenue			
Shared Services [a]	49,315	5,000	54,315
Utilities Consumer Advocate	10,350	-	10,350
Other	2,575	-	2,575
	593,270	5,000	598,270
Expenses - directly incurred			
Programs			
Ministry Support Services	9,900	-	9,900
Land Titles	13,390	-	13,390
Motor Vehicles	16,560	-	16,560
Other Registry Services	8,035	-	8,035
Registry Information Systems	20,785	-	20,785
Consumer Awareness and Advocacy	20,300	-	20,300
Utilities Consumer Advocate	10,350	-	10,350
Business Services	84,590	-	84,590
Technology Services [a] [b]	183,719	100	183,819
	367,629	100	367,729
Net operating results	$ 225,641	$ 4,900	$ 230,541
Capital investment [b]	$ 53,073	$ 4,900	$ 57,973
Credit or recovery (shortfall) (Schedule 2) [c]	-	(700)	(700)
	$ 53,073	$ 4,200	$ 57,273

[a] The Ministry received approval to increase the recoveries for Technology Services provided to Ministries for $5,000.

[b] The Ministry received approval to swap operating expense of $4,900 to capital investment for the replacement of government vehicles and to maintain and refresh system technology infrastructure assets.

[c] The $700 shortfall in credit or recovery for capital investment is deducted from current year's authorized budget.

MINISTRY OF SERVICE ALBERTA

Schedule to Financial Statements

Lapse/Encumbrance

SCHEDULE 5

YEAR ENDED MARCH 31, 2013

(in thousands)

	Voted Estimate [1]	Adjustments [2]	Adjusted Voted Estimate	Actuals [3]	Unexpended (Over Expended)
Program Operating					
Program 1 Ministry Support Services					
Minister's Office	$ 510	$ -	$ 510	$ 519	$ (9)
Associate Minister's Office	-	-	-	279	(279)
Deputy Minister's Office	625	-	625	620	5
Corporate Services	8,728	-	8,728	9,414	(686)
	9,863	-	9,863	10,832	(969)
Program 2 Land Titles	13,370	-	13,370	12,937	433
Program 3 Motor Vehicles	16,560	-	16,560	17,571	(1,011)
Program 4 Other Registry Services	8,030	-	8,030	8,944	(914)
Program 5 Registry Information Systems	20,785	-	20,785	21,548	(763)
Program 6 Consumer Awareness and Advocacy	20,203	-	20,203	19,943	260
Program 7 Utilities Consumer Advocate	10,320	-	10,320	6,393	3,927
Program 8 Business Services					
Procurement and Administration Services	53,721	-	53,721	49,226	4,495
Financial and Employee Services	18,845	-	18,845	19,984	(1,139)
	72,566	-	72,566	69,210	3,356
Program 9 Technology Services					
Technology Operations and Infrastructure	101,911	100	102,011	104,316	(2,305)
Enterprise Services	19,220	-	19,220	19,566	(346)
Network Services	21,745	-	21,745	19,673	2,072
	142,876	100	142,976	143,555	(579)
Total	$ 314,573	$ 100	$ 314,673	$ 310,933	$ 3,740
Lapse/(Encumbrance)					$ 3,740

MINISTRY OF SERVICE ALBERTA

Schedule to Financial Statements

Lapse/Encumbrance

SCHEDULE 5

YEAR ENDED MARCH 31, 2013

(in thousands)

	Voted Estimate [1]	Adjustments [2]	Adjusted Voted Estimate	Actuals [3]	Unexpended (Over Expended)
Program - Capital Investments					
Program 1 Ministry Support Services	$ -	$ -	$ -	$ 114	$ (114)
Program 5 Registry Information Systems	10,561	-	10,561	2,369	8,192
Program 8 Business Services	3,700	3,300	7,000	6,569	431
Program 9 Technology Services	38,812	1,600	40,412	18,766	21,646
Credit or Recovery (Shortfall) (Schedule 2)	-	(700)	(700)	-	(700)
Total	$ 53,073	$ 4,200	$ 57,273	$ 27,818	$ 29,455
Lapse/(Encumbrance)					$ 29,455

[1] As per page 244 and page 245 of 2012-13 Government Estimates.

[2] Adjustments include encumbrances, capital carry forward amounts and credit or recovery increases approved by Treasury Board and credit or recovery shortfalls. An encumbrance is incurred when, on a vote by vote basis, the total of actual disbursements in the prior year exceed the total adjusted estimate. All calculated encumbrances from the prior year are reflected as an adjustment to reduce the corresponding Voted Estimate in the current year.

[3] Actuals exclude non-voted amounts such as amortization and valuation adjustments.

MINISTRY OF SERVICE ALBERTA

Schedule to Financial Statements

Comparison of Actual and Budget

SCHEDULE 6

YEAR ENDED MARCH 31, 2013

(in thousands)

		Actuals			
	Estimate[1]	Voted	Not Voted[2]	Total	Difference
Expenses					
Expense by program					
Ministry Support Services	$ 9,900	$ 10,832	$ 43	$ 10,875	$ (975)
Land Titles	13,390	12,937	95	13,032	358
Motor Vehicles	16,560	17,571	8	17,579	(1,019)
Other Registry Services	8,035	8,944	11	8,955	(920)
Registry Information Systems	20,785	21,548	4	21,552	(767)
Consumer Awareness and Advocacy	20,300	19,943	55	19,998	302
Utilities Consumer Advocate	10,350	6,393	59	6,452	3,898
Business Services	84,590	69,210	13,787	82,997	1,593
Technology Services	183,719	143,555	37,248	180,803	2,916
	$ 367,629	$ 310,933	$ 51,310	$ 362,243	$ 5,386
Expense by fiscal plan category					
Operating expense	$ 315,635	$ 310,933	$ 1,066	$ 311,999	$ 3,636
Amortization of tangible capital assets	51,994	-	50,244	50,244	1,750
	$ 367,629	$ 310,933	$ 51,310	$ 362,243	$ 5,386
Capital investment by program					
Ministry Support Services	$ -	$ 114	$ -	$ 114	$ (114)
Registry Information Systems	10,561	2,369	-	2,369	8,192
Business Services	3,700	6,569	577	7,146	(3,446)
Technology Services	38,812	18,766	-	18,766	20,046
	$ 53,073	$ 27,818	$ 577	$ 28,395	$ 24,678

[1] As per page 249 to page 250 of 2012-13 Government Estimates.

[2] These amounts are not included in any supply vote either because no cash disbursement is required or because the Legislative Assembly has already provided funding authority pursuant to a statute other than an appropriation act.

MINISTRY OF SERVICE ALBERTA

Schedule to Financial Statements

Salary and Benefits Disclosure

SCHEDULE 7

YEAR ENDED MARCH 31, 2013

	2013				2012
	Base Salary [1]	Other Cash Benefits [2]	Other Non-cash Benefits [3]	Total	Total
Senior Official					
Deputy Minister [4] [5]	$ 253,020	$ 30,890	$ 57,423	$ 341,333	$ 421,043
Executives					
Assistant Deputy Ministers					
Business Services [6]	171,968	-	48,849	220,817	210,546
Consumer Services [6]	174,071	-	50,719	224,790	267,553
Enterprise Services	199,835	-	59,453	259,288	252,173
Information Services	192,152	-	54,385	246,537	224,482
Registry Services [7]	181,877	14,781	51,905	248,563	234,934
Executive Directors					
Human Resource Services	157,305	-	42,331	199,636	192,547
Strategic Planning and Financial Services	157,305	-	43,050	200,355	202,628

Prepared in accordance with Treasury Board Directive 12/98 as amended.

[1] Base salary includes pensionable base pay.

[2] Other cash benefits include vacation payouts, lump sum payments and automobile allowance. There were no bonuses paid in 2013.

[3] Other non-cash benefits include government's share of all employee benefits and contributions or payments made on behalf of employees including pension, supplementary retirement plans, health care, dental coverage, group life insurance, short and long term disability plans and professional memberships.

[4] An automobile was provided for part of the year.

[6] The position was occupied by two individuals at different times in 2013 and 2012.

[5] The position was occupied by three individuals at different times in 2013 and two individuals at different times in 2012.

[7] The position was occupied by three individuals at different times in 2013.

MINISTRY OF SERVICE ALBERTA

Schedule to Financial Statements

Related Party Transactions

SCHEDULE 8

YEAR ENDED MARCH 31, 2013

(in thousands)

Related parties are those entities consolidated or accounted for on a modified equity basis in the Government of Alberta's financial statements. Related parties also include key management personnel in the Ministry.

The Ministry and its employees paid or collected certain taxes and fees set by regulation for premiums, licences and other charges. These amounts were incurred in the normal course of business, reflect charges applicable to all users, and have been excluded from this schedule.

The Ministry had the following transactions with related parties recorded on the Statement of Operations and the Statement of Financial Position at the amount of consideration agreed upon between the related parties:

	Other Entities	
	2013	2012 (Restated)
Revenues		
Shared services billings to other ministries (Schedule 2)	$ 58,946	$ 51,470
Registry data information	9	117
	$ 58,955	$ 51,587
Expenses - directly incurred		
Insurance charges from the Department of Treasury Board and Finance	$ 158	$ 146
Parking charges from the Department of Infrastructure	7	6
	$ 165	$ 152
Tangible capital assets transferred in (out)	$ (6,241)	$ 3,983
Receivables from Alberta Government departments and agencies (Note 3)	$ 1,150	$ 551
Payable to the Department of Justice and Solicitor General	$ 1,786	$ 1,812

The Ministry also had the following transactions with related parties for which no consideration was exchanged. The amounts for these related party transactions are estimated based on the costs incurred by the service provider to provide the service. These amounts are not recorded in the financial statements but are disclosed in Schedule 9.

	Other Entities	
	2013	2012
Revenues		
Shared services	$ 101,322	$ 93,053
Expenses - incurred by others		
Accommodations from the Department of Infrastructure	$ 22,192	$ 21,172
Legal services from the Department of Justice and Solicitor General	1,738	1,305
Other	268	98
	$ 24,198	$ 22,575

MINISTRY OF SERVICE ALBERTA

Schedule to Financial Statements

Allocated Costs

SCHEDULE 9

YEAR ENDED MARCH 31, 2013

(in thousands)

Program	2013 Expenses [1]	2013 Expenses - Incurred by Others: Accommodation Costs [2]	2013 Expenses - Incurred by Others: Legal Services [3]	2013 Expenses - Incurred by Others: Other Costs [4]	2013 Total Expenses	2012 Total Expenses
Ministry Support Services	$ 10,875	$ 2,229	$ 76	$ 268	$ 13,448	$ 11,171
Land Titles	13,032	1,876	58	-	14,966	14,848
Motor Vehicles	17,579	564	108	-	18,251	17,185
Other Registry Services	8,955	762	260	-	9,977	8,941
Registry Information Systems	21,552	268	-	-	21,820	17,783
Consumer Awareness and Advocacy	19,998	3,823	451	-	24,272	22,195
Utilities Consumer Advocate	6,452	156	22	-	6,630	7,501
Business Services	82,997	8,860	678	-	92,535	86,950
Technology Services	180,803	3,654	85	-	184,542	172,408
	$ 362,243	$ 22,192	$ 1,738	$ 268	$ 386,441	$ 358,982

[1] Expenses - directly incurred as per Statement of Operations.

[2] Costs shown for accommodation provided by the Department of Infrastructure on Schedule 8 are allocated to each program by employee.

[3] Costs shown for legal services provided by the Department of Justice and Solictor General on Schedule 8 are allocated based on estimated costs incurred by each program.

[4] Costs shown for internal audit, and air transportation services provided by the Department of Treasury Board and Finance and the Government of Alberta learning centre provided by Executive Council on Schedule 8 are allocated based on costs incurred by each program.

For more information please contact:

Service Alberta Communications
29th floor, Telus Plaza South
10020-100 Street
Edmonton, AB T5J 0N3

www.servicealberta.ca

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